

KUNDEN Information

FAQ

Kapfenberg, 16.3.2020

COVID-19: FAQ – Information for Customers

Boehlerit has taken on responsibility in the fight against the spread of COVID-19 infections, whereby our top priority is to ensure the safety of our employees and business partners and to keep the risk of infection to an absolute minimum. At the same time, we are doing everything within our power to maintain uninterrupted production at all locations in order to meet all our delivery commitments and supply on time.

1. Package of internal precautionary measures at Boehlerit

Numerous organisational and physical safety precautions have been implemented. In accordance with how the situation further develops we will do our best to adapt these precautions as and when necessary.

- Business trips currently stopped and minimized in general
- Visits from external partners postponed or via video-/telephone conference
- Meetings with personal attendance, both internal and external, avoided as far as possible. If this is not possible, there is a limit of 15 people maximum and care is taken to ensure a sufficient safe distance
- Maximum extension of the working from home regulation
- Ban on car-sharing
- Quarantine regulations for employees returning from worldwide and Austrian risk areas
- Additional disinfection possibilities throughout the whole premises
- Increased cleaning measures and disinfection
- Information for employees on hygiene measures and code of conduct
- Canteen temporarily closed
- Current smoking ban in all buildings

2. Does the current situation have any influence on Boehlerit's supply capacity?

Boehlerit's production is continuing as normal at all locations. Currently we do not expect any impact on supply capacity. In some regions logistical problems may occur since various logistics companies are no longer delivering to all regions. We will do everything we can to implement the best possible logistics option for you.

3. Are there any adverse effects on raw material supply?

No, there are currently no supply problems for our carbide production. We are working in close coordination and contact with all our long-standing partners and feel confident that we will also be able to continue to fully supply our customers.

4. Are Boehlerit sales engineers and the sales team contactable as usual?

Yes, you can reach your contact person as usual and they will support you by telephone, email or sometimes also video conference. At the moment personal contact is not possible due to the suspension of business trips. We apologize for any inconvenience caused – as soon as the situation here changes we will naturally react at once.

In this way we hope to be able to also support all our customers and business partners as best we can at this very challenging and difficult time. We are convinced that the commitment of industrial firms guarantees that we will all be able to survive this crisis.

Yours faithfully

BOEHLERIT GmbH & Co. KG

A handwritten signature in blue ink, appearing to read "J. Werl".

DI Johann Werl
Management