

## COVID-19: Preventive measures and latest information of voestalpine KREMS GmbH

### Dear Customers,

Transparency and continuous exchange are mainstays of the partnership with our customers. It is therefore important for us to inform you about the preventive measures taken by voestalpine KREMS GmbH in view of the global spread of the corona virus SARS-CoV-2. The objective of these measures is to protect our customers and staff, and to avoid negative effects on the supply chains as far as possible.

- » All voestalpine staff are currently instructed not to travel to the crisis regions affected by the spread of the coronavirus.
- » This means that, until further notice, no visits of employees of customers who come from any of these defined crisis areas, or who have been in contact with people from a crisis area, will be received either.

Information on the current crisis regions can be found on the website of the Foreign Ministry of your target country.

Furthermore we'd like to forward you our latest information regarding our Sales and Production departments:

- » All of our sales staff have switched to teleworking by Monday, 16.3.2020. Their availability via email, landline (call forwarding) and mobile phones is given without remarkable restrictions.
- » Our production is up until further notice. Due to necessary protection measures for our workers, especially during shift change, smaller delays in our production schedule might occur.
- » Due to time delays in transnational transports, we experience difficulties in loading trucks on time, and therefore disturbances in getting material to your facility as scheduled. We try our best to solve these issues in close consultation with you, and ask for your cooperation.

voestalpine AG

We want to assure you that we, voestalpine Krems GmbH, are paying the utmost attention to this situation and directing all our efforts to ensure that our customers are supplied, and that the possible consequences are kept to a minimum. Should there nevertheless be any impact on the supply agreements, our sales staff will contact you in good time to work on solutions.

We apologize for this inconvenience and look forward to continuing our excellent partnership. Please do not hesitate to contact us in case of any further questions.

Sincerely yours,



i.V. Christoph Jeitler

Head of Sales



i.V. Christoph Brezansky

Head of Business Development & Sales