

## Update regarding COVID-19

Koog aan de Zaan, March 20<sup>th</sup> 2020



First of all, we need to express our gratitude towards all our employees, customers and business partners. In this very unusual situation, we are strengthened by your commitment to find solutions ensuring the continuity of our business, despite the difficult situation. We are constantly following the global developments. Our primary focus is securing the health and safety of all our employees around the world and to minimize the potential spread of the virus. Keeping this in mind, our production and customer support are still in operation.

### Health of our employees, measures taken

At Royal Duyvis Wiener, measures have been taken to ensure the health of our people. This means that the colleagues who work in a team, obey distance and hygienic rules as given by our national health department. Some colleagues work in dual shifts, if the desired extra distance couldn't be guaranteed. For that matter, our production is running normally, as the working distance in the factory allows them to do so.

### Full support, enforced service department

Currently, we are working on the transfer towards digital communication and remote access control activities. It is our common interest to support each other in day-to-day business, to keep looking for business opportunities and to safeguard the production chain. Moreover, to ensure a quick and high-quality response to our customers, our service department has enforced by upscaling the number of back-office engineers, to be able to assist you even better in these difficult times. Please feel free to contact us if you need support, we will investigate all options of remote assistance.

### Production challenges, supply chain

So far, our production has not been interrupted. Our current challenge is the ban on travelling, meaning our installation & commissioning and service engineers are not able to perform their job on site as they are used to. Therefore, our main focus is installing remote access and service activities. Because of the actual situation, we have speeded up this process to ensure continuity of the business. In fact, we use this timeframe to make sure that projects (currently in production and future projects) will be equipped with the necessary digital tools to perform remote start-up and service.

Our team of project managers is in close contact with our customers to keep them informed about the situation and the expected prognoses, as far as these are known and communicated by our national government. We will keep you closely informed as the situation evolves.

**Stay safe and healthy.**

Sincerely,  
**Theo Pouw** CEO  
Royal Duyvis Wiener B.V.