

March // 2020



**ENGELSMANN**  
**// INFO**

**Corona-Situation**

Dear readers,

All of us are currently experiencing, in our private and professional environment, how much the corona crisis is limiting our day-to-day lives. We at Engelsmann have also taken measures to protect our employees and business partners and to maintain our operations.

In addition to the most stringent hygiene rules for personal interaction, we are currently trying to avoid business travel to the greatest extent possible. If the worst comes to the worst, an emergency plan which has been put together will ensure that we remain able to act and deliver in the event of an infection.



## We are Still Here for you

### Availability

A majority of our employees are currently working from home. You can still reach your contact person by email and phone as usual. Our sales representatives are also still active and will be happy to advise you digitally via video or teleconference. For this, simply [get in touch](#) with the customer consultant responsible for your area in order to arrange a consultation appointment.

### Existing orders

Production at Engelsmann continues without restriction and the supply from our suppliers is also guaranteed. We are sparing no effort to make sure this remains the case. Owing to the extremely changeable situation, we are unfortunately unable to guarantee that our production will remain unaffected by supply shortages or staff shortages in the future. If there are any delays to orders or projects, then we will get in touch with our customers promptly and proactively in order to find a solution together.

### Service and installation calls

We ask for your understanding that, in order to protect our employees, we are no longer able to carry out service and installation calls without limitation and worldwide. Depending on the operational area, we have to weigh up whether a journey is justifiable for our employees or whether additional protective measures need to be taken. If you have a pending service or installation call in the near future, then we will contact you in order to agree with you how to proceed.

We at Engelsmann are firmly convinced that we will overcome this crisis together and hope that we will soon be able to gradually return to our normal lives. Until then, we wish you the necessary patience and, above all, good health.

J. Engelsmann AG

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