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## Customer Information Coronavirus – COVID-19

Dear customers and sales partners,

Since the spring of this year, the world has been in an unprecedented situation which is impacting our daily lives. It goes without saying that we're monitoring these developments and continuously adapting our policies in an appropriate manner. We're shouldering this responsibility unremittingly and would like to inform you about our situation.

**To date, in accordance with the risk group definition of the Robert Koch Institute, we have not had any confirmed cases of corona infection at our company.**

**Our top priority is the health of our employees, which is followed by the maintenance of our supply chains. We have implemented numerous preventive measures in order to achieve this:**

- Work at home office wherever possible from an organizational standpoint
- Avoidance of direct contact by means of video conferencing instead of meetings
- Reduced office occupancy
- Compliance with social distancing rules
- Definition of rules of conduct (wearing face masks which cover mouth and nose and regular ventilation)
- Compliance with hygiene regulations (washing and disinfecting the hands, cleaning of general office equipment)
- Business travel policy in accordance the [recommendations of the Robert Koch Institute concerning risk areas](#)

In order to be prepared for extended lead-times or delivery bottlenecks at an early stage, we review the current horizons of our material inventories and pending follow-up orders with our suppliers, and make corresponding adjustments where necessary. We continue to conduct these reviews on a regular basis in keeping with our own commitment to our goals, and to our high standards for quality and service.

We are currently expecting deliveries in the usual quantities. Despite all of our precautionary measures, we cannot exclude the possibility of consequences with regard to delivery dates. We're staying in close contact with our suppliers in order to be able to initiate any necessary countermeasures at an early stage.

### We have the following request:

In order to maintain our ability to act and keep the response times of our customer service team short, we would ask you to refrain from redundant queries. We want to use our resources in a targeted manner in order to safeguard our supply and procurement situation. We'll continue to provide you with general information in a timely fashion.

If you're interested in purchasing a specific product or service, we would be happy to check availability for you. We look forward to continued collaborative cooperation with you and your company. As usual, our customer support departments are also at your disposal for any questions you may have.

**Updates available at ["Quality, Certificates and Declarations"](#)**

Sincerely yours,  
**Gossen Metrawatt GmbH**

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