



## COVID-19 Q&A

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**1. What influence does the current situation have on the delivery capability of CERATIZIT and CB-CERATIZIT?**

The production at CERATIZIT and CB-CERATIZIT has been continuously adapted to the new hygiene requirements over the past months and is running without problems. Thanks to a worldwide production network with more than 30 sites, regional disruptions can be compensated by other sites.

The Group's central logistics centre in Kempten continues to be fully operational and has secured sufficient freight capacity to be able to deliver standard articles worldwide at short notice as usual. Our hygiene concept also guarantees maximum security against the spread of the virus within the company.

**2. Does the current situation have any influence on the raw material supply of CERATIZIT?**

No, CERATIZIT has aligned its supply strategy years ago in such a way that sustainable business is possible. This is due to a targeted selection of suppliers from different regions of the world and the recycling of used carbide products.

**3. Are the sales representatives available to assist as usual?**

Yes, all contacts can be reached as usual. CERATIZIT has sales representatives in around 50 countries. They are available to you on site with their technical knowledge.

**4. What internal precautions has CERATIZIT taken to avoid infections within the company?**

- Employees have been informed about the necessary hygiene measures and other rules of conduct to protect against infection and have been provided with the necessary protective equipment.
- Extensive hygiene measures in production and office areas make infections within the company very unlikely and can prevent them from spreading across the company.
- The widespread implementation of work from home, the transfer of meetings to the virtual space and the separation of shifts reduce the number of possible contact points in the workforce to a minimum and interrupt potential chains of contact.
- Employees who have been exposed to a risk of infection must stay at home to protect their colleagues.
- Visits by outsiders are limited to the minimum necessary for the continuation of production operations.
- Outsiders who have been exposed to a risk of infection must postpone their visits to protect our employees against possible infection.
- The hygiene concept is subject to external audits and is adapted to changing circumstances if necessary.

CERATIZIT S.A. Executive Board

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