Dear business partner,

a time of unpredictable change lies ahead. The events of the last few days have shown us as a company and as a corporation very clearly how quickly priorities can shift. The usual “best regards” in business transactions has been replaced by a “stay healthy”. The current events and the measures that have been taken to stop the further spread of the coronavirus COVID-19 demand from us more than ever a maximum of flexibility and a quick adaptation to the new situation as it would have been hardly conceivable in daily business life so far. Until recently, we all spoke of a sustainable change in the business world through digitalization, but this was soon replaced by the crisis caused by the coronavirus COVID-19.

As a company and your partner, it is our concern to be at your side as your partner in these times as well.

Today I would like to inform you about our current situation. The primary objective of all the measures we have taken is to protect the health of our employees, customers and partners. At the same time, we aim to maintain our business operations.

The good news for you is that we will continue to be your reliable partner and our employees will remain available to you. We outsourced as far as possible our employees to home office workplaces in order to minimize the health risk, to make it a little easier for colleagues to look after children in the household and to give them the opportunity to remain available for your questions and concerns.

Thanks to our flexible infrastructure, we can still be reached via the communication channels you are accustomed to and with your usual contacts. The business operations in our company have so far continued as usual, only the personal contacts have been minimized and replaced by telephone and online meetings.

We hope that you will support us and show understanding for this measure. We will continue to keep you fully informed of any changes and would like to ask you to contact us if you have any questions or problems, so that we can find a solution together. It is precisely the cooperation that can contribute greatly during this time to further consolidate the already good partnerships and to emerge from the challenge strengthened!

You are welcome to contact us or one of our country partners. We all are still there for you.

Stay healthy!

Brigitte Beck, CEO

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