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Werdohl, März 2020

Customer Information – Covid 19

Dear Valued Customer,

We understand that you may be concerned with potential risks of disruptions of your supply chain due to the corona virus (SARS-CoV-2) which continues to spread beyond China and Asia also in Europe. The operational processes and global supply chains of Vossloh Fastening Systems GmbH are being affected in part by this development, as are the processes and supply chains in many other industries. We are closely and actively monitoring the situation and we are taking preventative measures to help mitigate the impact from the corona virus pandemic. Unfortunately, these circumstances are beyond our control and might have an impact on our business.

The management team of Vossloh Fastening Systems GmbH is analyzing continuously any possible risk which could impact our supply chain and the shipments to our customers. We have set up a crisis management team to review continuously all these risks and define mitigation plans when needed.

Recently, material stocking has become more challenging and we are monitoring and actively managing our supply chain. The delivery times of some raw materials and components had to be increased this month. We have been able to successfully establish countermeasures, such as re-routings or alternative sourcing of supplies, to limit negative effects on our production and supply to this point. Lead times as well as committed dates may change on short notice. Our global teams across our manufacturing, supply chain and logistics operations are currently working through contingency plans to limit any possible business interruptions.

Should the situation deteriorate, Vossloh Fastening Systems GmbH would be able to react accordingly in a flexible manner due to its broad supplier basis. We would build up a stock of critical components. With short lead time we would also be able to increase the in-house production of certain components.

We have also to point out that there might be developments in international and intercontinental freight transport which are beyond our control. Currently transport vehicles face delays due to more restrictive procedures at the borders and in the seaports. Please rest assured that we stay in close contact with our forwarders to be aware of the exact situation and developments. Our planning of transportation will be aligned with this information permanently.

We aim to keep full production output within the next weeks, but this is dependent on the development of the coronavirus infection rate. We see encouraging signs that the infection rates in China could start stabilizing, however hot spots outside of China are evolving. Accordingly, we are ensuring that all potentially impacted facilities are updating their pandemic response plans. Our employees are regularly provided with information on the situation. They have been made aware of the importance of taking basic and effective preventive hygiene measures. Vossloh Fastening Systems GmbH has also defined processes for immediately setting up

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Managing Director: Christian Renners

specific structures and has equipped the employees to be able to continue their work at any time at home office.

We assure you that we are dealing with this situation with professionalism and a strict customer focus. Vossloh Fastening Systems GmbH is committed to ensuring the integrity of its customers' supply chains and will make every effort to avoid or minimize any disruption.

We hope this letter finds you well and we wish you good health. Please do not hesitate to get in touch with us on any issues. We will keep you informed in the best possible way under the given circumstances.

Yours sincerely

Vossloh Fastening Systems GmbH



Christian Renners

Managing Director



Frank Sbielut :

Senior Vice President Sales,
Customer Service & Business Development