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Dear Customer

Following the outbreak of COVID-19 we wish to reassure you that we, as a responsible supplier, are taking measures to mitigate risk. As we are all aware the information and advice is changing on a daily basis.

We have defined a Business Resiliency Plan with the aim to ensure the health and wellbeing of our employees, maintain the supply chain and technical support while ensuring we do not add risk of transmission to our customers

DELAY PHASE - Current

COVID-19 contagion mitigation TRUMPF offices

- All visitors and contractors must complete a medical declaration form in order to visit the premises
The document is available to download, or our sales representative shall supply.
We ask that the document is completed no more than two days in advance to ensure the personal status is current
- We are operating a social distancing policy within the offices and have initiated home working for greater than 95% of our employees
- TRUMPF Ltd. Follows and recommend self-isolation practices advised by the UK Government
- TRUMPF Ltd. are now operating a 'lockdown' policy at this point in time
- We are operating a full telephone and internet service and spares part services level

COVID-19 transmission mitigation TRUMPF External employees

- All business trips outside of the UK have been cancelled
- Any visit to a customer premise shall only be authorized upon receipt of our TRUMPF visitor declaration form from our customer.
The document is available to download, or our sales representative or In-house service shall supply
- Please do not be offended by our employees refusal to shake hands
- TRUMPF Ltd. Follows and recommend self-isolation practices advised by the UK Government
- We have several cases of self-isolation, however no confirmed cases of COVID-19 with our employees
- Our technical service level has been affected, and we thank you for your understanding during the unprecedented time

- Currently we are support all service requirement with an active capacity ratio of 85%

COVID-19 supply chain mitigation

- TRUMPF UK have a spare parts stock value of £1.5 million
- TRUMPF UK procure any items that are not in stock the next day from the central logistic center in Ditzingen, Germany
- TRUMPF Ditzingen has a high percentage of suppliers with production facilities in Europe and the USA and only a few parts are delivered from China. At present, we do not expect any acute supply bottlenecks in the short term
- TRUMPF Purchasing is currently evaluating suppliers worldwide in order to be able to recognize possible delivery delays at an early stage for the medium term. Since some of these are highly complex supply chains, the delivery situation can change even at short notice.

We shall continue to provide updates as the advice from the Government develops.

I wish you all good health

Managing Director



Lee Moakes