



## **A message about COVID-19 from the SER Group Management team**

**Bonn, March 17, 2020**

The world is experiencing a time of crisis right now that poses new and unprecedented challenges. The SER Group has been dedicated to supporting you in all your business needs for more than three decades now. In the current crisis, we are keenly aware that our support and customer focus are more important than ever.

We are carefully observing the developments and taking all possible measures to ensure that you and our own employees have everything in place to continue operations and confidently confront what comes next.

The management team has already enacted several measures to ensure the protection and health of our employees, customers and partners and to slow down the spread of COVID-19. This includes implementing travel restrictions, providing technical equipment for employees to work outside of the office, holding virtual meetings and following all recommendations of government and health officials.

Beyond these preventative health measures, we have reviewed our existing plans and operations to ensure sustainable support. We have confirmed that our systems across the globe are capable of supporting the potential additional load should it become necessary. Plans are in place to handle peaks. We foresee no negative impact on operations for you or ourselves.

Our professional services teams are well staffed and trained to provide a continuous level of support, expertise and communication – also in a crisis situation. We, the management team, also continue to be here for you. If there is any problem or unresolved matter, we ask you to contact us personally. Our office-based teams are set up to continue their daily work as usual, regardless of location. All incoming calls will be directly routed to the person you wish to reach. Our operational infrastructure, which includes secure and compliant access to information and processes, is prepared to handle exceptional situations like this one. Please take advantage of this in these turbulent times! We are in close contact with our customers to find solutions to any issues. As a responsible partner, we follow local, regional and national government guidelines.

We are committed to continue offering you the excellent service and products you have always counted on and received. As the COVID-19 situation evolves, we will remain focused on the well-being of everyone involved and your business. Should unexpected challenges arise, we will do everything in our power to provide practical and timely solutions. We are confident in our ability to deliver this to you.

Thank you for your continued trust in the SER Group, and do not hesitate to reach out to us for anything.

Kind regards, and stay healthy,

The SER Group Management