

COVID-19: Preventive measures of the voestalpine Group – Information for suppliers – logistics outbound

Ladies and Gentlemen,

Transparency and continuous exchange are mainstays of the partnership with our suppliers. It is therefore important for us to inform you about the measures taken by the voestalpine Group in view of the global spread of the corona virus SARS-CoV-2. The objective of these measures is to protect our staff, and to avoid negative effects on the supply chains as far as possible.

- » We presume that you will do everything in your power to avoid impending supply bottlenecks through your service for the supply chain. Should there nevertheless be difficulties anticipated, we request that you primarily inform your respective contact person in the operational dispatch department (Versandsteuerung) immediately.
- » In the case of deliveries, particularly by truck, from/to the affected crisis areas, care must be taken to ensure special protection of the loading and unloading process. Please note, that our customers may request, that the truck-driver has to make use of protective equipment (masks, gloves, disinfectants, etc.)
- » Access to office buildings or provision of commissioned services on voestalpine's factory premises, respectively, is temporarily subject to more stringent regulations. In this context, we kindly ask you to get in touch with your respective local contact person in order to inquire about any access restrictions, or the specifications, respectively.
- » In addition, our own staff are asked to avoid contact with suppliers – especially in case of deliveries from affected crisis areas – outside the unloading and loading process as far as possible.
- » This means that, until further notice, no visits of employees of suppliers who come from any of these defined crisis areas, or who have been in contact with people from a crisis area, will be received either.
- » Moreover, all voestalpine staff are currently instructed not to travel to the crisis regions affected by the spread of the coronavirus, nor to make personal contact with persons from these regions.

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Information on the current crisis regions can be found on the website of the Foreign Ministry of your target country.

We want to assure you that we, voestalpine, are paying the utmost attention to this situation and directing all our efforts towards the smoothest possible cooperation with our partners in order to keep the effects of the coronavirus as low as possible.

Sincerely yours,

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