

# INFORMATION

Contactability

Security of supply

Prevention



Dear Partners,

Schmid AG, its customers and their facilities make an important contribution to our country's essential services. It is therefore vital that we take joint responsibility for a functioning infrastructure in these difficult times and ensure the supply of heat and electricity.

Schmid AG can also guarantee a high degree of supply reliability in times of crisis thanks to its non-centralised structure, which extends across Switzerland and Europe. With this in mind, we would like to inform you about the efforts and measures we are taking with regard to the present situation.

## 1. Crisis team organisation

Schmid AG quickly formed a crisis team to deal with the current situation on an ongoing basis. This will enable the necessary measures to be defined at short notice and guarantee that the decision-making process is quick and straightforward.

## 2. Ensuring spare parts availability

### 2.1. General information

In addition to the very well stocked main warehouse in Eschlikon, Schmid AG also has further warehouses in Matzendorf, Roggwil, Oey and Moudon. Our subsidiaries across Europe also have large stocks at their disposal. These are located in Lieboch (AT), Filderstadt (DE), Pulversheim (FR), San Giorgio (IT) and Elblag (PL), and hold large inventories of the most important spare parts. Our Europe-wide organisation and network also gives us rapid access to a range of suppliers, even when the movement of people is highly restricted.

In emergencies, availability will always be checked at all warehouses in Switzerland and abroad, in order to be able to ensure a deployment at the customer.

## 2.2. Trade parts

Our purchasing department keeps in close contact with partners and suppliers and sees to it that Second Source options are available wherever possible. We are currently unaware of any relevant disruptions in the supply chain of our facilities. In the case of spare parts that are obtained from at-risk countries, the safety stocks in our warehouses have been adjusted.

## 2.3. Own products

In addition to our production facility in Poland and our spare parts site in Eschlikon, we have various local service partners who enable us to offer short and flexible response times and thus a high level of availability of our own products.

## 3. Ensuring the operational readiness of employees

### 3.1. Organisational adjustments

The current situation is placing high demands on the flexibility of the organisation and its employees. We are focused on the following goals:

- The health of our employees and partners must be protected in order to inhibit the potential spread of the virus to the maximum extent possible.
- We take our responsibility to keeping essential services going seriously and maintain the operational readiness of our customer services.

In order to reach these goals, various organisational measures have been put in place at all locations, including working from home, staggered working of the teams, etc.

### 3.2. Hygiene measures

Our hygiene measures are based on the recommendations of the Federal Office of Public Health (OFSP-BAG, Swiss Directive):

- Wash hands regularly and thoroughly. Schmid AG provides its service engineers with personal soap so that they can wash their hands wherever they are at all times. Hands must generally be washed before entering the offices!
- Do not sneeze or cough into your hands, but rather into an elbow or a tissue.
- Used tissues should generally be disposed of immediately, where possible into a closed container.
- Avoid touching your eyes, nose and mouth.
- **Social distancing:**
  - Keep at least 2 metres away from people who are coughing or sniffing!
  - Handshaking should also be generally avoided!
  - Public transport should be avoided during peak times.
  - The cleaning staff at all Schmid locations have been instructed to clean heavily frequented surfaces (door handles, desks, etc.) on a regular basis.

- Business trips: The risk of being infected with the novel coronavirus exists in almost every region of the world. However, the WHO has not announced any travel restrictions so far. Schmid AG is currently requiring its employees to undertake essential travel only. All travel to the following countries is currently prohibited:
  - China
  - South Korea
  - Japan
  - Iran
  - Italy
  - Spain
  - USA / Canada
- Employees from these countries should also refrain from travelling to other countries. The management is monitoring the spread of coronavirus very closely and will extend the travel ban to other countries as necessary.
- Private trips: Planned trips to one of the countries named above must be notified to the HR department beforehand. Upon their return, the persons concerned must self-isolate at home for 14 days before they will be allowed to return to work.
- Suspected flu / Presenting symptoms / Contact with an ill person:
  - Employees with flu-like symptoms (increased temperature, fever, sore throat, cough, joint pains, breathing difficulties, headache, chill) must stay at home or be sent home by their line manager. A doctor must be consulted on the fifth day at the latest in order for this doctor to issue a sick note and decide what further treatment is required. If working from home is possible, these employees may also work from home after discussing this option with their line manager.
- Contact with an ill person: Employees who live in the same household as an ill person (who has a laboratory-confirmed infection) must remain at home for 5 days (self-quarantine), as they could themselves be infectious during this time.
- Customer contact & meetings: Face-to-face meetings and events involving several people which do not provide the opportunity to observe social distancing will be postponed. Where practicable, use electronic means (telephone or video conferencing).
- Service engineers working in the field have the right and the obligation to protect themselves and our customers, to maintain the recommended personal distance and, if necessary, to draw the customer's attention to this. They should generally avoid shaking hands in a friendly but consistent manner.

## 4. Contactability

### 4.1. Customer services

Until further notice, customer services can be reached via the usual channels:

#### Switzerland

Eschlikon Head Office & Matzendorf Service Centre

0041 (0)71 973 73 75

Email: [aftersales.eschlikon@schmid-energy.ch](mailto:aftersales.eschlikon@schmid-energy.ch)  
[aftersales.matzendorf@schmid-energy.ch](mailto:aftersales.matzendorf@schmid-energy.ch)

Roggwil & Oey Service Centre (Domestic)

0041 (0)33 736 30 80

Email: [aftersales.eschlikon@schmid-energy.ch](mailto:aftersales.eschlikon@schmid-energy.ch)

Moudon Service Centre

0041 (0)21 905 95 09

Email: [aftersales.moudon@schmid-energy.ch](mailto:aftersales.moudon@schmid-energy.ch)

#### Germany

SCHMID GMBH & CO. KG, ENERGY SOLUTIONS, D-70794 Filderstadt ·

0049 (0)711 70 956-0 ·

Email: [info@schmid-energy.de](mailto:info@schmid-energy.de)

#### Austria

SCHMID ENERGY SOLUTIONS GMBH, AT-8501 Lieboch ·

0034 (0)3136 61580 ·

Email: [office@schmid-energy.at](mailto:office@schmid-energy.at)

#### Italy

SCHMID ITALIA S.R.L., I-10090 San Giorgio Canavese ·

0039 (0)124 32 167 ·

Email: [info@schmid-energy.it](mailto:info@schmid-energy.it)

#### France

SCHMID FRANCE ENERGY SOLUTIONS, F-68840 Pulversheim ·

0033 (0)3 89 28 50 82 ·

Email: [info@schmid-energy.fr](mailto:info@schmid-energy.fr)

## 4.2. Sales

Until further notice, Sales can be reached via the usual channels:

<https://www.schmid-energy.ch/de/standorte-vertrieb>

Main switchboard in Eschlikon: 0041 (0) 71 973 73 73

We hope that this letter has highlighted our efforts relating to coronavirus and that we can continue to count on your trust in our company.

We will do everything possible to support you at all times professionally, quickly and without fuss given the difficult circumstances in which we find ourselves. Please let us know of any measures you would like to take as soon as possible so that we can implement these in cooperation with your company. Thank you very much!

We wish all of your employees the best of health and thank you for trusting in Schmid AG!

With kind regards

SCHMID AG, energy solutions



Philipp Lüscher  
CEO Schmid Group



Andreas Bätcher  
Director After Sales Schmid Group