

## **Corona Virus: ICS Group Helps You Minimize Risks in Your Business Operations**

Dear customers and partners,

surely you have many questions and concerns these days regarding the „Coronavirus – Covid-19“ in connection with your business relations. Many companies have contacted us in this matter, seeking open dialog.

We, the ICS Group, take your questions, concerns, and fears very seriously and have taken appropriate measures across our locations such as:

- Strictest reporting obligations for staff who have been in crisis areas or who have had direct contact with infected persons, even suspected cases.
- Our staff must adhere to absolutely intensive hygienic measures.
- Our offices and workspaces are disinfected several times a day.
- Visitor access is strictly controlled and monitored, including instructions for external persons
- Pandemic and emergency plans have been implemented for every team, every department, and every site.
- The necessary infrastructure has been prepared in order to allow cross-functional remote work.
- Notices are being issued at information points throughout our site.

Our production sites and our service and repair environments have been put on shift work where possible to be able to execute your orders reliably at all times.

Our sales, customer Service, F&A departments can switch to mobile office if necessary; you can reach them anytime using the usual contact data.

Our external sales staff as well as our on-site service has been switched to online consulting and, if necessary, remote services as far as the individual risk assessment and the corresponding business process allows. Intercompany travel and external travel are carried out at present if strictly necessary and inevitable.

We shall be pleased to organize for you audio or video conferences anytime, as well as remote service work, individual conditions permitting. We shall always be there to support you as your digital supply chain partner.

We know full well there can always be business-critical processes that cannot be handled online but require personal physical intervention. You can be sure that we shall support you on-site in these cases to ensure the success of our common projects – taking into account the individual circumstances of course, to protect your staff and our resources from the risk of contagion to the best effect.

Some manufacturers have informed us of possible supply shortages. We therefore recommend that you plan your replenishments proactively and to order your goods with us in good time. This will help to guarantee on-time delivery. This makes sense not only operationally but also economically because a shortage will inevitably lead to a price adaptation on the manufacturers' part.

Because of the present exceptional situation we have set up a special hotline for you to deal with your questions and challenges.

**Your ICS service and consulting contact with regards to the Corona virus topic can be reached at:**

**Phone +49 30 473 920-446 or email to [krisenstab@ics-group.eu](mailto:krisenstab@ics-group.eu).**

Even in those difficult times, we will do our best to be there for you, as your reliable partner.

We are looking forward to your phone call or email.

Kind regards

ICS Group

For more information please contact:

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