

**OERTLI is a
strong partner
for all situations**

Dear Business partner,

strengthening the competitiveness of our customers is and remains our corporate mission, even in difficult times. This is the motivator with which our employees start their work every day in the most diverse areas of development, technology, production, sales and also customer consulting. In addition to this inner goal, we also have an obligation to our society in and from which we live.

In order to meet both obligations in the current period of the health threat posed by Covid-19, our company, like many others, has to set restrictive measures. However, we are happy to make these efforts with the aim of avoiding worse and returning to a common, healthy and successful everyday life.

We will continue to be available to you as a competent partner for questions and support of your production in wood processing as usual. In order to ensure that the cooperation runs as smoothly and efficiently as possible in the coming period, we would like to inform you about some of our regulations:

- **Our business continues to run at full speed.** We assure that you get our products and advice in the accustomed quality and delivery reliability.
- Our **production has switched to shift operation.** This ensures the smallest possible number of employees being in contact with each other at one place of work at the same time.
- **Your sharpening service will continue as usual** - if you prefer a personal visit. For this purpose our responsible employee will contact you in advance and obtain your consent. For the visit itself, our service staff have been trained in safety measures such as keeping a distance from your employees.
- Furthermore we offer you the possibility of our **OERTLI Servicebox:** You can use it to pack your sharpening goods comfortably and safely. With only one call you can complete the service cycle in the usual time via a logistics service provider free of charge.
- Wherever possible, our **employees work from home** for security reasons, in order to avoid social contact and thus contribute to the containment of Covid-19. So do your OERTLI consultants. As before, all modern means of communication such as mobile, e-mail and web conferencing are available. Only personal visits are kept as low as possible due to public instructions. Should it nevertheless be necessary to visit you on site, this will be done by mutual explicit agreement.

Your OERTLI consultant will be happy to answer all your questions at any time through the usual contact.

We will do our best to ensure that your production continues to run as smoothly as possible and that you and your employees survive the current challenges in good health.

With best regards

OERTLI Management


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