

Your Contact

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Customer Information Letter COVID-19

Effretikon, April 3, 2020

Dear Ladies and Gentlemen,
Dear Customers,

In view of the current events concerning COVID-19, we would like to inform you about the measures taken by Nova Werke AG. For Nova Werke AG, the health and safety of our employees, suppliers and customers are our primary concern. Therefore, we have taken the following preventive measures, among others, to stop the spread of the virus:

- Increased protective measures and hygiene regulations for all employees.
- Our workplaces and recreation rooms have been re-equipped according to the FOPH's specifications (distance between each other, disinfection facilities, home office).
- Exposed areas in our company are disinfected several times a day.
- International customer visits are not possible presently. However, we offer to advise you by phone or to discuss your projects with you via web meetings.
- Restriction of personal contact with customers, suppliers and visitors.

What effects does this have on the readiness to deliver and customer service:

Our production remains fully operational. Currently we have no delivery bottlenecks or difficulties. We continuously review our supply chain in order to identify any bottlenecks at an early stage and to be able to take corrective actions to ensure our ability to deliver. There is currently no risk that we will not be able to realize existing orders. We always keep you informed about the status of your order.

We ask for your understanding in this difficult situation and trust that we can work together as creatively as possible to meet your requirements. What remains is the wish that all of us will succeed in a common effort to resist the virus and to find an early return to social and economic stability.

In this sense we wish you all the best!

If you have any questions, please do not hesitate to contact us by phone or e-mail. We are here for you.

Marco Schade
CEO