



People for  
Process  
Automation

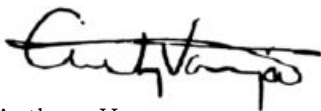
## To Our Customers and Partners,

As we prepare to ease restrictions and implement a plan to safely allow some face-to-face activities to resume, Endress+Hauser Canada Ltd welcomes this initial step toward the normalization of our business activities. However, this process will take place over many months, and therefore we must embrace the fact that a pre-COVID business environment will not occur anytime soon.

Since day one, our priority during this crisis has been to prioritize the health and safety of our employees and our customers. Once emergency orders are lifted and permit us to return to the new normal, Endress+Hauser Canada will follow the protocol for all in-person meetings as outlined on the next page. Endress+Hauser Canada's promise is to engage in responsible business practices that will ensure the safety of our people and customers while helping to reduce the spread of COVID-19 and mitigate the possibility of any further outbreak of the virus.

Together, we will overcome the virus and continue to build a business relationship that is stronger and more resilient than ever before. Thank you for your confidence and trust in Endress+Hauser Canada.

Stay safe and be well!



Anthony Varga  
President and General Manager, Endress+Hauser Canada Ltd



## Endress+Hauser Canada's Commitment to You

### In our customer interactions:

- We will ask you first if you are prepared and ok with an in-person visit.
- We will review and comply with your precautions and safety measures while on your site.
- We will take our temperature every morning. If above 37.8 °C, we will cancel the in-person meeting and change it to a digital platform.
- We will use hand sanitizer before entering any building, and upon leaving any building.
- We will suspend the exchange of business cards and will share our contact information via AirDrop, text or email.
- We will adhere to no handshaking or touching.
- We will maintain physical distance protocols of more than 2 metres or 6 feet apart.
- We will wear a mask, covering both mouth and nose.
- We request that our customers and distributors also wear a mask or face shield, and we will discuss this requirement before the meeting to gain mutual commitment. If this request is not possible, we will change the meeting to a digital platform.
- We will obey provincial and federal guidelines regarding the maximum number of people allowed in attendance.
- All samples will ship directly to the customer to minimize the touchpoints before receipt.

### In our logistics operations:

- All employees will take their temperature daily and will call in sick if elevated.
- All employees will wear masks.
- Reduced amount of in-office workers through work from home protocol to achieve 2 metres or 6 feet worker separation.
- Modified procedures for warehouse staff to reduce interaction with delivery drivers.
- All incoming shipments are quarantined prior to shipping to customer.
- Distribution areas are off limits to all non-warehouse personnel.

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