

Hamburg, 05 May 2020

## To whom it may concern

Dear Sir, dear Madam,

It is of the utmost importance to us at Jungheinrich that we inform you continually about current developments regarding production and delivery times, and about the measures we are taking regarding customer contact in the current situation. In light of the dynamic developments, we are updating the information on our homepage on a daily basis.

With all our actions, our main objective continues to be the protection of our employees' and customers' health and the safeguarding of our delivery capability. For this purpose, we have adopted a variety of measures and prepared ourselves for various scenarios. Our global crisis teams get together every day to decide on necessary steps.

In the following, you will find answers to the most important questions.

### **Are there currently delays in production and delivery?**

Our main goal is to minimise the impact of the current situation on our customers. Therefore our "Supply Chain" task force analyses all developments on a daily basis in order to consistently react as quickly and pre-emptively as possible.

Production at all the Jungheinrich plants is currently ongoing and supply chains are still intact. The sites of the Group are also running to the extent allowed by the particular local governmental regulations, with no big restrictions. As of May, reduced hours were introduced at the company headquarters.

Delivery capability is guaranteed at present. However, due to the stricter measures in many countries and the resulting traffic congestion at many external border crossings as well as other issues, delays are possible in both deliveries to our factories and the delivery of our products. We are working intensely every day to analyse impacts early on and to keep them to a minimum. Customers who are affected by the delays will be contacted by us directly. If you have questions about individual deliveries, please contact your Jungheinrich consultant.

Customer service and delivery and supply of spare parts are running and stable.

#### **Jungheinrich Aktiengesellschaft**

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### **How is Jungheinrich preparing for the period ahead?**

We initiated internal efficiency programmes already last year to make ourselves weatherproof in the face of the looming economic slowdown. Since many of the measures had already been launched, it was possible to quickly implement them. Various scenarios are analysed and adapted on a daily basis by our global crisis teams, so that we are always prepared as well as possible. Additionally, we have defined preventive measures to secure liquidity in view of possible stress scenarios caused by the corona pandemic.

### **Will customer meetings continue to be held?**

After-sales services are always a matter of trust, and we want to live up to that trust even in difficult times and under these unusual circumstances.

As a result of the current development, Jungheinrich sees the need to focus its after-sales services even more strongly. We are following the recommendations of the authorities and thus contributing to the responsible and risk-conscious handling of this situation. Our main point of contact is customer interaction, which is our daily, and most important business.

To the extent possible, we will therefore attempt to potentially postpone upcoming service appointments, in consultation with you. We appreciate your understanding when our customer consultant approaches you to see whether it is possible to postpone upcoming appointments.

Of course we will continue to be there for you in emergencies or for problems that have a significant impact on your business. This applies in particular when it comes to maintaining important supply chains (such as supermarkets, production, and food and pharmaceutical logistics systems). We assume that the protection of employees is the priority of our customers, as it is for Jungheinrich, and that our customers are also initiating protective measures.

### **Which measures have been initiated with regard to customer contact?**

In order to protect our employees as well as our customers, our employees are regularly informed about hygiene and behaviour rules in accordance with official regulations to prevent the coronavirus from spreading. We systematically record exactly when our employees are on duty with our customers and can communicate this if it becomes necessary to provide information.

Should a Jungheinrich employee be infected with the coronavirus, or should it be suspected that an employee is infected, the employee must immediately stop visiting customers until there is no longer a danger of infection for third parties. We will inform you straight away should we become aware that employees who were with you in the previous two weeks have become infected.

Should you have additional requirements for the behaviour of our employees while they are on your property, we request that you inform us immediately. We will examine these requirements promptly and forward them to our employees.

If you have additional questions or issues, please contact your Jungheinrich customer consultant at any time.

**You can find our continually updated information for customers on our website as well, [www.jungheinrich.com](http://www.jungheinrich.com).**

Stay healthy!

Yours faithfully,

A handwritten signature in black ink, appearing to read "Christian Erlach".

Christian Erlach  
Board of Management, Marketing & Sales