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Update MAIER: Covid-19

Wednesday, April 22nd 2020

Starting this week, public life in Germany is slowly starting to return to normal, so we are also starting to return to normal gradually.

Despite this, of course we are aware that the situation is still serious. Therefore, we continue to follow the guidelines given to maintain health protection. Ensuring the health of our employees and partners worldwide is still top priority.

Since everyone can contribute to minimising the risk, the following regulations will be applicable as of May 4th in addition to the internal protective measures:

- Meetings that are not essential should be held by telephone or video conference.
- Our field service in Germany is allowed to visit customers again. These customer visits need to be conducted under the existing hygiene and distance guidelines. This includes maintaining a minimum distance of 1.5 metres to other people, personal hygiene to prevent infection, and not shaking hands, for example when greeting or saying goodbye. In addition, these meetings should be held within the smallest possible circle of participants and in a well-ventilated room.
- If a visit by our field service or our service technicians at your location is not possible but a contact is necessary, your contact person is of course always there for you by telephone or e-mail. We also offer virtual customer visits. For this purpose, please get in touch with your contact person.
- Of course we carry out repairs in our in-house service department as usual. We are also happy to support you individually with all available media during installation and removal.
- At our site in Heidenheim, we will again welcome customers, suppliers and external service providers in accordance with the above-mentioned hygiene and distance regulations.
- Deliveries and collections are possible without restriction at the known times.
- All business travel abroad will continue to be suspended.

Our supply chains are secured, which is why we are not affected by any shortages or breakdowns by now. We also assume that we will remain able to deliver without any delays.

Your contact person in the sales department as well as our technical support and service team can be contacted as usual by phone and e-mail during normal business hours.

We are facing up to the challenges and will continue to be at your side as a reliable, flexible and competent partner - whether via e-mail, telephone or video chat.

On current developments as well as further steps, which might have an influence on customer service, delivery times or our ability to deliver, we will inform you immediately.

Stay healthy.

Best regards

Florian Maier
Managing Director

Andreas Greiner
CEO