

SIEMENS

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Dear Customer,

As the global COVID-19 public health emergency continues to spread and create challenges for families and businesses worldwide, this is a difficult time for all of us. In India, as you are aware, the Government has taken stringent measures to attempt to contain the virus. While we are all hopeful of a positive outcome, we need to be prepared should there be a further escalation.

We would like to thank many of you for your cooperation at this time of crisis. You have shown consideration in requesting us to continue our interactions with you in a virtual mode and restrict access to your and our premises. You have also shown cooperation in working together with us to see how we can continue to serve your needs in spite of disruptions. We do appreciate these and many other initiatives that have been initiated at this difficult time.

At Siemens, the safety, health and well-being of our employees, community, and stakeholders is of our utmost priority. A cross-functional Siemens Task Force is constantly reviewing the situation to ensure that we are prepared for all eventualities and that measures are being implemented to keep our employees safe at all times. These measures include Work from Home for all our sales and office staff and a closure of some of our manufacturing facilities. Our Service colleagues, on the other hand, are being provided with full protective measures to respond to your urgent requests and we are closely in touch with all our Project Sites around the country to ensure that adequate measures have been taken to protect our sites and employees as well.

While we have taken these far-reaching measures and will continue to review these, we are also very conscious of your continuing business needs. I would like to personally assure you that Siemens intends to continue to meet our commitments to you and to support you to the best of our ability. We do wish for your understanding, however, should we be constrained due to the continuously-changing regulatory framework and a fast-evolving environment.

We thank you for your understanding and solidarity and are confident that together we can overcome this crisis.

Warm regards, stay safe and stay healthy!

Sunil Mathur
Managing Director and Chief Executive Officer
Siemens Limited

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