

Reichenbach, March 19th, 2020

Our preventive approach to the coronavirus COVID-19

Dear customers

In this extraordinary situation, we as a company are obliged to act preventively and responsibly. The health of our employees, customers and their families has first priority. Furthermore, it is particularly important to us that you as a customer can count on our 100% support as before. Our service hotline is still **available at any time 24/7**. With this letter, we would like to inform you briefly about the measures taken.

Our measures

- A crisis management team has been formed, which regularly evaluates the situation. New measures are defined on an ongoing basis and implemented immediately
- The recommendations and directives of the FOPH (Federal Office of Public Health Switzerland) and the cantonal authorities are continuously taken into account and implemented
- The minimum distance of 2m is maintained in production and office rooms. Employees, who can do their work from home, make home office
- People at particular risk work from home
- On-site visits (representatives, partners etc.) were prohibited
- Travel abroad is prohibited for all employees
- Domestic journeys are now only made by car. The way to work is also only made by car, bicycle or on foot.

Our service 24/7

Our service to you should not be affected by the special situation. Our employees work from home as far as possible and are always available to help you with questions, information or technical problems.

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We thank you for your confidence and wish you in this exceptional situation all the best and best health!

Your Wyssen Team