

Siemens Proprietary Limited, Siemens Park, Halfway House,  
300 Janadel Avenue, 1685 Midrand

Name	Ralf Leinen
Department	RC-ZA DI
Telephone	+27 11 652 2800
E-mail	ralfleinen@siemens.com
Our reference	Customer Letter – Impact of COVID-19
Date	18/03/2020

## RE: Digital Industries - Impact of COVID-19

Dear Valued Customer

In light of the current developing situation of the COVID-19 virus, Siemens would like to inform you of the measures we have taken in our business environment and the impact it may have for our customers.

Our utmost priority is the health of our customers, employees, and all stakeholders. Siemens (Pty) Ltd has therefore taken a decision to work on a skeleton staff at all regional offices. We have encouraged the employees to have a home office with the exception of critical staff.

Siemens Digital Industries top priority is to maintain the general ability for our customers and projects and to provide a great service for all our integral business partners during this challenging time.

Please take note of the following measures with immediate effect:

- a) Sales - Our Sales staff are available and can be contacted for all sales support. We also have encouraged the use of digital communication tools to avoid personal meetings. Sales staff have also been advised to take the necessary precautionary measures before entering any customer sites for their own health and safety.
- b) Service – Our service teams have been advised to support customers telephonically to circumvent physical visits. Only in serious cases our staff will be able to support technical enquiries and breakdowns onsite. Hereto, the precautionary measures will be taken before entering customer premises.
- c) Customer Business Centre – The CBC will remain operational. All means of communication including mail and contact numbers are still active for orders, enquiries and service support.
- d) Logistics – we have issued communication over the past two weeks regarding the limited impact of our delivery situation for some of our product lines due to the COVID-19 current situation. To view this communication please visit our Industry Mall: <https://sie.ag/39XOVZ8>

During this time, we request your cooperation of our staff onsite to manage their prevention and hygiene practices. Please note employees have been advised to vacate premises for whatever reason they feel at risk.

**Siemens Proprietary Limited**  
Digital Industries; Management: Ralf Leinen

Siemens Park, Halfway House  
300 Janadel Avenue  
1685 Midrand  
South Africa

Tel.: +27 (11) 652 2000  
[www.siemens.co.za](http://www.siemens.co.za)

Company Registration Number: 1923/007514/07; Registered Address: 300 Janadel Avenue, Halfway House 1685; VAT Registration Number: 4790104428  
Chairperson: L Davis\*, Chief Executive Officer: SU Dall'Omo\*\*, Chief Financial Officer: R. Gerharz\*\*, Executive Directors: R Nkuhlu, C Klaas,  
Non-Executive Directors: J. Apitzsch\*\*, Dr MI Survé, Alternate Directors: I Amod; MK Becker\*\*, Company Secretary: M. Müller  
\* USA \*\*German

Please note the following numbers for continued business operations:

Customer Business Centre:

08 60 80 80 80

Urgent enquiries: Mirelle Combrink: 071 492 3938

Sales & Service support:

0860 80 80 80 (option 2)

+27 11 652 2732 (option 2)

Siemens is monitoring the situation daily and will maintain communication with you for ongoing operations and to minimize disruption.

We thank you for your understanding and patience during this period and assure you of our continued business support at all times.


Siemens Proprietary Limited



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**Ralf Leinen**

Senior Vice President: Digital Industries  
Southern and Eastern Africa



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**Lloyd Naidoo**

Vice President Finance: Digital Industries  
Southern and Eastern Africa