

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	27/03/2020

RE: The effect of the Corona virus on product delivery times

Dear Valued Customer

The expansion of the Novel Corona Virus (SARS-CoV-2)¹⁾ globally, and the measures taken as a result by the local authorities and governments continue having an impact on our delivery situation. Partially still restricted production in China/Europe and disruptions in the logistics chain (suppliers, transport, customs etc.) may possibly result in bottlenecks in our supply chains.

To provide a reliable Contract Communication we are forced to implement in all our Offers/Order confirmations following statement:

“Although we are working hard to meet the delivery and performance dates mentioned above, temporary delays in delivery and service performance concerning us and/or our suppliers/sub-contractors may occur as a result of the Covid-19 Virus. Therefore, the delivery/performance date (mentioned above) is non-binding. The delivery/performance is subject to uninterrupted supply chain, production and logistics and may be postponed. Also, we have to reserve the right to partial delivery/performance of service. If you have questions, please get in touch with your local Siemens contact.”

Our top priority is to maintain the general ability to deliver to our customers and projects. Our general Taskforce are closely monitoring the situation and take appropriate action at an early stage to minimize the impact as much as possible.

The state of information on this subject is constantly changing, this information is based on current status. We are continuously monitoring the situation and will inform you promptly on any relevant changes.

However, we will adapt the standard delivery times for part of our product portfolio as a precaution.

Mentioned Lead times are for new orders in working days ex warehouse (EC/LZA Nuremberg). Due to potential delay when clearing goods for import/export, additional delivery times may apply depending on the target country.

-
- 1) On January 30, 2020, the World Health Organization (WHO) determined that the current outbreak of the new Corona virus in China is a PHEIC (“Public Health Emergency of International Concern”). 11.03.2020 WHO announced and calcified the expansion of the Corona virus as pandemic.

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

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

Motion Control Products:

Product family	Actual delivery time	(Standard lead time)
SINAMICS V20	20WD	5WD
SINAMICS S210 -1ph	25WD	5WD
SINAMICS V90	25WD	5WD
1FL6 incl. Cables and Accessories	25WD	5WD

Product family	Actual delivery time	(Standard lead time)
SINUMERIK 828	45WD	25WD
SINUMERIK 840 Accessories	45WD	25WD
SINAMICS S120 booksize	45WD	25WD
SINAMICS S120 Combimodules	45WD	25WD
SINAMICS S120 booksize Accessories	45WD	25WD

Product Family SIMOTICS	Actual delivery time	(Standard lead time)
SIMOTICS MOH 1LE1/1FP/1MB without flameproof	+ 15WD	2/5/10/20/30WD
SIMOTICS FRE 1LE1/1FP/1MB without flameproof	+ 10WD	25WD
SIMOTICS FRE 1LE5	+ 15WD	35WD
1MB**5 flameproof both Factories	60WD	35WD
1PH8	+10WD	30/45WD

Product family SIMOGEAR

Limited production stop. For more information, please refer to separate customer letter.

Factory Automation:

Product family	Actual delivery time	Standard lead time
SIMATIC Box IPC 277E, 427D/E, 627D/E, 827D	25 WD	15 WD
SIMATIC Panel IPC 277E, 477D/E, 477 D/E PRO, 677D/E	25 WD	15 WD
SIMATIC Rack IPC 547G, 647D/E, 847D/E	30 WD	15 WD
SIMATIC Field PG M6	20 WD	15 WD
SIMOTION D	15 WD	In stock

Process Automation:

For the Process Automation product portfolio there are currently no changes to standard lead times, and we have full ability to deliver for our customers and projects.

Temporary exception to the above are the Process Instrumentation and Process Analytics products manufactured at the Haguenau (France, Alsace) factory. After careful deliberation and out of an abundance of caution we will temporarily suspend manufacturing at the Haguenau factory for a duration expected to last two weeks.

Effective March 19th, 2020 the following changes will temporarily apply for these products:

- All orders which have been completed will be shipped within the next few days
- All order which have been confirmed by factory but for which manufacturing has not been completed will be re-confirmed with a new delivery date
- New orders are temporarily subject to an extended lead time, above the standard lead time
- **The Customer Support Center (CSC) will continue to operate. Spare parts, repair and emergency/unplanned plant shutdown product services continue to be available**

Detailed information about products affected, the status of open orders, temporarily extended lead times and services provided by the Customer Support Center is available through your Siemens representative.

Control Products / Low Voltage Products:

Control Products:

The process time is increasing up to 3 days.

Low Voltage Products:

At this time no change in the standard lead times.

General comment:

Please **immediately** get into contact with your local Siemens Partner, if you - due to a governmental order or any other reason - cannot receive deliveries of goods anymore.

Spare Parts and their necessity for performing services incl. mode of performing services:

In principle, we have an inventory of spare parts in stock and can therefore provide the related service, but the delivery times for repeat orders depend on the standard delivery time and availability of the products. This can therefore also (occasionally) affect service delivery. We ask you to clarify the extent of the impact with your Siemens representative in individual cases.

In order to protect both your as well as our personnel from unnecessary exposure to health risks, we further reserve the right to arrange virtual meetings for the performance of our services instead of meetings in person.

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



Ralf Leinen
Senior Vice President: Digital Industries
Southern and Eastern Africa



Lloyd Naidoo
Vice President Finance: Digital Industries
Southern and Eastern Africa