

March 24, 2020

Dear Valued Customer:

With the rapid global spread of COVID-19, commonly referred to as the Coronavirus, we are in unprecedented times. The speed and exponential scale at which this contagion has spread has taken the world by surprise.

At KSB in North America, we are closely monitoring developments at our operations and key customer bases worldwide. Following the lead of WHO, CDC and other governmental organizations, we have initiated multiple proactive measures. We have adopted social distancing, encouraged and trained our employees in hand washing hygiene, continue to educate our employees regarding symptom recognition and preventative measures, ground all employees from non-emergency travel, increased the usage of remote conferencing technology, cancelled all meetings, training programs and conferences, proactive testing, self-quarantining, etc. Many of our employees have started working from home. Our management team meets every day to monitor, assess and make changes as necessary.

All KSB entities and locations in North America are committed to protecting our employees, customers and stakeholders and to inhibiting the spread of the Coronavirus.

Another key concern of our valued customers is our continued ability to provide an uninterrupted supply of pumps and parts. Please rest assured that the GIW factories in Grovetown and Thomson are operating at normal capacity. We have decided to increase our foundry output by 15% to get ahead of any future shortfalls. We are continuing to produce parts according to our forecast model, supported by safety stock, for critical pumps and the inventory model for other pumps. We also have a healthy inventory of non-white iron parts to cover our needs for the near future. We have had discussions with our sub-suppliers and have been assured of their uninterrupted supply.

We have been advised by our logistics experts that there are currently no problems or restrictions on shipments of GIW Minerals slurry pumps or parts, either domestically or internationally. As you are aware, this is a very fluid situation and we are monitoring it closely.

We will continue to monitor the situation very closely and advise you of changes, if any. Our team members are available to meet with your teams via video or phone conferencing at any time. Please do not hesitate to contact us.

GIW and all KSB Entities in North America are unwavering in their commitment to ensure the success of your operation. We are confident that we will get through this crisis with your continued cooperation, support and close communication.

Sincerely,

Wolfgang Demmler
President KSB Mining and GIW Industries, Inc.
Regional Executive Officer KSB North America