

Baar, November 3rd, 2020

Important information for Traco Power customers

We would like to make a short statement on the current situation at Traco Power:

We are still fully available for you!

As you can imagine, the corona virus (Covid-19) has had an influence on how we run our daily business. Our sales and logistic operations, as well as our customer service, is our highest priority right now. We have implemented changes to ensure that everything continues to run as expected and that we can deliver products to our customers as usual. We would like to inform you how Traco Power is dealing with the current situation:

Reliability

- Planning for a possible pandemic situation had already begun at the end of February.
- Since the beginning of March, many of our employees have been working from home. Our warehouse teams are working on a two-shift model whilst our technical support team are working from office and home without limitations.
- This works well, and we can process and prepare orders to be picked-up and shipped, manage our warehouses, and provide technical support as normal.

Availability

- Our product portfolio is immediately available from our warehouses in Switzerland, Germany and Ireland. Thanks to ongoing investments in the expansion and optimisation of the warehouses, we can deliver goods to our customers for weeks.
- In order to constantly re-stock our warehouse, we are in very close contact with our partner-plants in Asia and our own production facility in Ireland. As of today, they are fully operational, and we expect that the status remains as it is.
- Replenishment deliveries from our partner-plants are secured.

Now (Shipments to our customers)


- As our warehouses are fully stocked, we can confirm the full availability of practically all our products. For the next couple of weeks, we do not expect any major delivery delays to our customers, assuming that logistic companies remain fully operational and that the national regulations do not change significantly.

Therefore, we are well prepared to live up to our promise "Reliable. Available. Now." and to support you in your technical and logistical challenges.

However, please keep in mind that this is a snapshot of the situation as of today (Tuesday, November 3rd, 2020). Circumstances change daily, even hourly and we are carefully observing the situation.

We would be happy to discuss with you how we can support you in this difficult situation. Of course, we will inform you if the situation changes on our side.

Kind regards,



Adrian Berger
CFO



Markus Dalla Monta
CEO