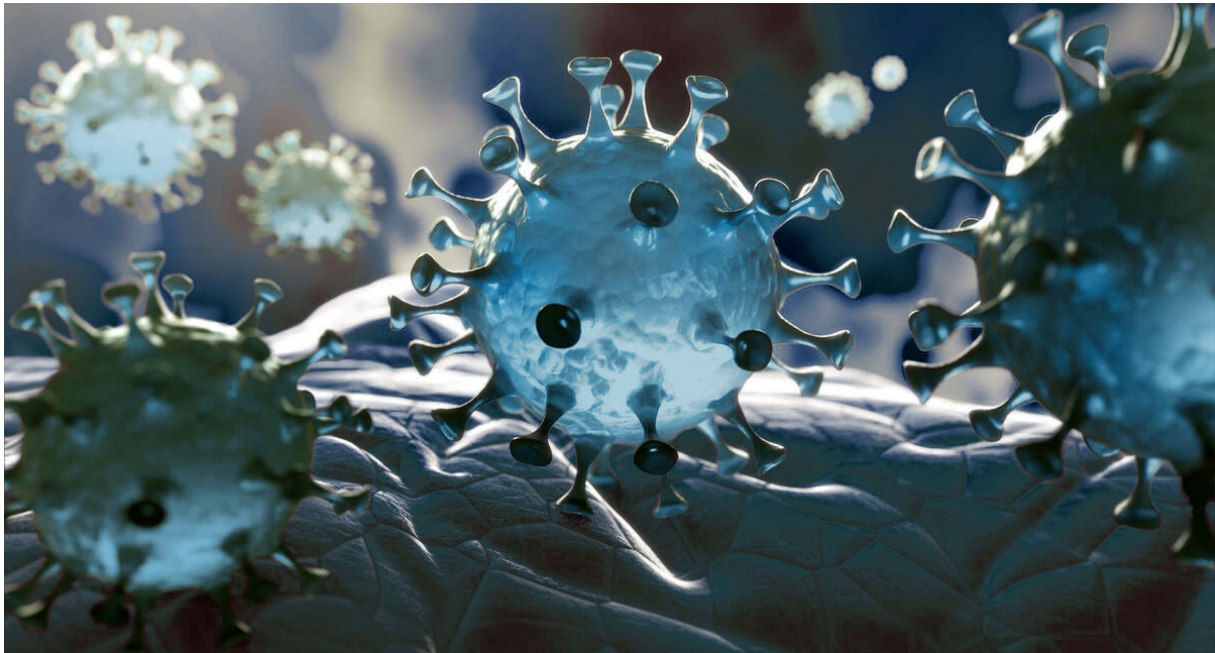


## Working in times of coronavirus



The corona pandemic has presented us all with unknown, sometimes very extreme, challenges. Even though there are signs of improvement in many parts of the world today, we are all well aware that there is still a long way to go to a normality as we were used to.

From the very beginning, we as the Pro-SMH / Krantz Group have placed the highest priority on consistently implementing all recommended measures to protect both, you as well as our employees. This will remain the clear benchmark of all our activities in the future. Despite the restrictions imposed on us, we have also placed the highest priority on maintaining our business activities for our partners. We were pleased that it was possible for our customers to have access to our systems, products and services at all times.

All of this would not have been possible without the understanding, the willingness to cooperate and the tireless efforts of our partners, their as well as our employees. We would like to take this opportunity to thank all of them very much. We would also like to thank you for the trust that our partners have placed in us in the past and especially in this difficult time. Mutual trust is the basis for every constructive partnership and we will do everything we can to meet the expectations placed in us in the future. However, if something does not work as expected despite all efforts, we are always grateful for an open word of criticism in order to be able to optimize and adapt our processes where necessary.

We wish you, your families and your company all the best for the time ahead ... and above all: stay healthy!