

Dear customers,

We hope that you, your team and your loved ones are safe. At this point in time you are certainly aware of the health and sanitary crisis derived from the spread of the Coronavirus SARS-CoV-2. The news is fast paced; constant new directives from authorities and governments are significantly affecting public life and the economy.

You have all seen, read or heard what actions have been taken globally and locally to deal with this unusual crisis situation and to navigate through these difficult times.

We, the different teams at Laufen are monitoring the situation to ensure compliance with all directives and instructions on safety – always with the aim of protecting our colleagues, partners and business associates while remaining in close touch with all of you, keeping the business running and offering our support to all our partners and customers. We remain available with as few restrictions as possible. We have set up working arrangements to continue being there for you.

To ensure that this is done with the necessary consistency and discipline and with concerns over health and safety to all, our teams are switching to remote working whenever possible and are organized in shifts when not – all this to minimize the risk of infection from Covid-19 and slow down the spread of the epidemic without jeopardizing our ability to work and deliver.

Your Laufen contact person remains available and can be reached by all usual means. In case if you will not be able to get in touch, please write us at [feedback@laufen.ch](mailto:feedback@laufen.ch) so that we can take care that our team gets back in touch. Our team may as well set up online meetings and/or videoconferences, which gives you and your person at Laufen the possibility to engage with different parties. Please feel free to ask for such a meeting, setting up day, time and person/s required as per your convenience.

We are thankful for your continuous work and support and more than ever we remain committed to perform at the highest, continuing to investigate and invest in new functions, new products, new materials and new solutions that will help make the lives of all better and better prepared for the new challenges. We have faced many crisis and challenges in our 128 years of history and we will certainly grow stronger from this one as well thanks to our joint work with you and all those that, like you do, try their best every day to make life more enjoyable for all. The world as we know it may change, more people will become more aware of the importance of taking care of health and the environment, traveling responsibly and not intensively will appear in many agendas. And our joint task now is to continue being there, leading and helping people in the new normal that will emerge from this crisis.

With all this in mind, and with all our care and affection, we encourage you to implement all necessary prevention measures. I look very much forward to seeing you in person after this crisis is over to continue building a long lasting and fruitful cooperation.

Stay healthy

Yours  


Antonio Linares  
Senior Managing Director LAUFEN