

Coronavirus (COVID-19) Customer Information

Dear Business Partners!

The effects of COVID-19 mean completely new challenges for all companies around the world. Thanks to several measures that have already been taken in the past few weeks, we are in the position to operate in compliance with all measures prescribed by the European governments. We would like to inform you about the following changes in our further cooperation.

- **Teleworking has been practiced in our industry for years, since Monday, March 16, 2020, our entire workforce has been switched to teleworking. All of our employees are able to operate and work for our customers.**
- Our project teams, consultants, developers and all other employees work from home via remote access to CNT systems and can be reached via email, skype, teams and telephone.
- Remote access to customer systems has been agreed and set up for the majority of our projects. This enables our employees to access the respective customer system from home.
- Minimal journal services without customer traffic is set up in our offices.
- Our application service is in regular operation and can be reached via the existing ticketing systems.
- On-site appointments of our employees with personal customer contact may only take place in extreme emergencies, if a written approval of the respective management is available for both your contact persons and our employees.
- We are currently not aware of any COVID-19 infection or quarantine in our workforce or at one of our subcontractors.

Unfortunately, the current situation requires many restrictions to protect everyone's health. We ask for your understanding and would be happy if we can continue to provide our services to you despite all the disabilities and inconveniences.

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