



19 March 2020

Regarding COVID-19 and our marine operations

Dear Customers,

As COVID-19 continues to spread, our thoughts go out to anyone who has been impacted. We hope that you and your family, friends and colleagues are safe and well.

Like the situation itself, the strategies for preventing the spread of COVID-19 vary from country to country. Naturally, Alfa Laval follows the rules and guidelines set by local authorities. We understand the urgent need and support the fast and decisive actions required to combat the pandemic.

As a company, we are doing our utmost to protect employees, customers and other key stakeholders by minimizing the spread of the virus. Where restrictions exist and where possibilities allow it, we handle a greater share of our work online. But while we exercise caution throughout our business, our support to customers – both globally and locally – is uninterrupted.

To ensure availability of the parts our customers need, we are engaged in constant dialogue with sub-suppliers and closely monitoring the situation in our own logistics chain. We continue to provide 24/7 service support through our global service network and secure deliveries to the extent possible.

For acute service needs and remote support, our international marine service team is accessible 24/7 at +46 46 36 77 00 and marine.service@alfalaval.com

Serving our customers and business continuity is a priority for Alfa Laval. Whether you have service needs or other questions, please contact your Alfa Laval representative, who will be happy to help.

Stay safe,

Sameer Kalra
President
Alfa Laval Marine Division