



Dear Valued LNA Customers:

In light of the Covid-19 pandemic, we thought it prudent to provide you with an update about how LEWA-Nikkiso America, Inc., and its parent companies LEWA GmbH and Nikkiso CO., LTD. are managing our workforce and customer commitments during these challenging times.

First, I want to assure you that the LEWA-Nikkiso Group of Companies are working diligently to manage our on-going business functions and monitoring our risks to ensure we minimize any negative impacts on our ability to continue the manufacturing, delivery and service of our pumps, systems and spare parts. We are fortunate in that the vast majority of our major pump components are sourced, machined, assembled, and tested in the country of manufacture. In the case of LEWA, it is Germany. For Nikkiso Canned Motor Pumps, it is Japan. We are in constant contact with our suppliers, and the possibility of significant in-country transportation issues are minimal. Internally at our factories, in both Germany and Japan, production and manufacturing are running as usual and taking the necessary precautions and practices to ensure a safe and healthy working environment for all employees, customers and suppliers.

There are no international cargo shipment bans in place at this time. However, acknowledging that many international flights have been cancelled, there is the potential that airfreight shipments could be delayed due to limited space availability. We are working directly with our factories in Germany and Japan to ensure prompt communication of any delays related to transport and will further work with all customers to determine if alternative, albeit slower delivery methods may be more suitable. As we are early in the process related to the reduction of international flights, the outcome of delayed transport availability is hard to determine with any certainty at this time.

We are committed to providing support and service to our customers and will remain open to handle your inquires for products, technical support and aftersales service. Nonetheless, and like many companies, we have implemented the following steps to protect the welfare of our employees, customers, business partners, suppliers and their respective families:

- The Company is supporting all employees to ensure their health and safety is a priority
- LNA employees have been encouraged to individually assess their situation as it relates to COVID-19, and work from home as appropriate.
- We are working very effectively to ensure that all functions within LNA are maintaining a “ready-to-serve” status and will continue to provide excellent service to all customers and business partners.
- Employees working remotely are linked to our internal company network and resources through a secure and confidential operating environment.
- Only business travel of a critical nature (customer required or on-site service and repairs) within North America is allowed...employees have the right to not travel and the company is committed to meeting these requirements and will work to continue to support all necessary customer requests.
- All International travel outside of North America is currently suspended.
- All visitors to our facilities are encouraged to delay their visits until the threat has passed. If the visit is of a critical nature, they are required to complete and sign a document that asks if they have travelled internationally in recent weeks, travelled to a “hot spot” in recent weeks, or been in contact with an individual that is known to have contracted the virus.
- We will continue to work closely with all customers and 3rd party partners to follow their rules and guidelines as they relate to COVID-19.
- We will of course strictly follow the rules and guidelines from the CDC, and our federal, state, and local governments as they relate to work, health and safety, and travel.
- We will also strictly adhere to all International laws as they relate to our customers and suppliers.

We will monitor the situation, address changes in circumstances that may be required, and communicate important developments to you as the situation warrants it.

We wish only good health and safety for you, your families, and your organization. If we all work together in a transparent and cooperative way, we will emerge from this challenge sooner rather than later.

My sincerest regards,

Peter Castellanos

President and Managing Director

LEWA-Nikkiso America, Inc.

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