

Datum: 23.03.2020

Dear valued partner,

the coronavirus and its effects are currently the dominant topic worldwide. Please be assured that we fully comply with the regulations of the Austrian Government and take all measures to prevent the spread of the virus and to actively protect our society. This exceptional situation was neither foreseeable in terms of its dynamics, nor is the duration of which foreseeable at the time.

CTP has taken early steps to ensure that it is still possible to continue to work for you. We have created the conditions for our employees to be able to carry out their work from home too. In addition we ensure, by means of a rotating-model, that even in the case of an infection of any of our employees, our core competences and sufficient personnel resources are still available. This means that you can reach us not only by telephone or e-mail, but also that we can continue to offer our services.

Despite possible constraints caused by working from home, we ensure prompt availability during 8:00 to 13:00 on all working days. Our service hotline can be reached in case of problems or system failures at least from 08:00 to 15:00 on all working days.

In case an on-site intervention is indispensable, for example due to a system failure, we will try to carry out these necessary measures while adhering to all required provisions (in particular to ensure the health of your and our employees by using for example protective masks but also measures such as the prohibition of access to the area of activity by external persons, which in this case would also include your employees, will be necessary etc.).

Currently, all projects and service hotline tickets are being further processed. We kindly ask for your understanding that due to the service provision by our employees from home, minor delays cannot always be avoided. This is especially also the case for some employees who have to take care of their children at the moment since childcare facilities and schools are closed.

We have to inform you, however, that we are also dependent on our suppliers and have no influence on the extent to which our suppliers can meet delivery times or whether transports to our customers are delayed or cannot be carried out at all due to plant or border closures and other movement restrictions in the individual countries, which may even result in additional costs. We are constantly striving to obtain information at regular intervals in order to be able to determine a possible influence on our projects at short notice.

Although we have taken all recommended measures to reduce the risk of infection for our employees, in the event of one or more infections, we cannot foresee the extent to which governmental measures will restrict our business operations or make them completely impossible by closing us down. Should there be any drastic changes in our situation, our project management will contact you immediately.

We also feel obliged to point out that, with regards to claims for damages or penalties on the part of CTP in connection with existing delivery and service obligations, in particular delivery deadlines, all effects of unforeseeable measures to contain the spread of the virus can be objected to.

If you have any questions regarding your project or planned activities or deliveries, please get in touch with your CTP contact person (project manager).

Please take care of yourself.

With best regards,



Christian Schrammel  
Managing director, CEO



Robert Kobierski  
Managing director, CFO

CTP CHEMISCH THERMISCHE PROZESSTECHNIK GMBH

CTP AIR POLLUTION CONTROL GMBH