



## INFORMATION NOTE 03/11/2020

### CETAL remains at your entire disposal

The COVID19 health crisis continues and challenges our modes of operation and organization.

In recent weeks, the spread of the virus has accelerated sharply, which has led the French government to order new precautionary measures and new containment.

CETAL's priorities are clear: preserve the **health of our employees** and **ensure continuity of service for the satisfaction of our CUSTOMERS**.

Following the 1st confinement, we worked on our organization, our processes and our driving tools to ensure efficient monitoring of our delivery time and quality, including the fact that we could have a large part of our employees working from home.

Through this crisis, we see real opportunities for improvement in our operations and in the relationship & communication with our **CUSTOMERS** by developing our **digitalization**.

We would like to thank our **CUSTOMERS** who trust us and support us in this process.

We confirm that everything is in place at CETAL to ensure:

- 1) **The safety of our employees**: implementation of teleworking for all eligible employees (excluding production) and deployment of preventive measures in accordance with government recommendations
- 2) **PREMIUM operational performance for our CUSTOMERS**: commercial responsiveness, technical advice, delivery time and quality.

Your project, sales and especially customer service contacts are at your disposal to provide you with quick solutions, do not hesitate to contact them for any information request.

Kind regards,  
**CETAL team / CETAL Managing Director**