



Grundfos Pumps India Pvt. Ltd.  
118, Old Mahabalipuram Road,  
Thoraipakkam, Chennai-600 097  
**INDIA**

Tel: + 91 44 4596 6888  
Fax: + 91 44 4596 6969  
Web: [www.Grundfos.com](http://www.Grundfos.com)

Date: May 8, 2020

To

All the distributors and customers,

Dear Business Associates,

The COVID-19 (Corona) pandemic has created a truly unprecedented situation which affects us all. Our thoughts and prayers go out to everyone who's been impacted by the virus, either directly or indirectly. During this time, we want to reach out and update you on how we are approaching the situation at Grundfos.

With the nationwide lockdown extended till 18<sup>th</sup> May 2020, like most organizations, we are doing our best to secure the health and well-being of our employees and their families. Our employees have been strongly encouraged to minimize their travel and work from home as much as possible. With many already used to working flexibly, this shift has fortunately been relatively smooth, and we believe should have little impact on our ability to deliver. We're also asking our teams to work with their clients through digital channels as much as possible. This includes our in-person events, which we are either postponing or transforming into virtual events. This is also an area where we are currently developing and providing new solutions for online events, our own and for our partners and customers. We are conducting many online trainings and webinars for both regional and nationwide customers on our products, applications and their features and benefits. However, the occurrence of this outbreak is beyond our reasonable control and has disrupted our global & domestic business operations as the Governments across the globe have imposed strict restrictions on transports and travel.

Considering the same, as communicated earlier, we are constrained to declare " Force Majeure" until such time the movement restrictions are lifted to resume normal business operations.

Thus, our ability to continue with contract execution may be impaired by the prevalent Force Majeure conditions. By way of example, assembling, delivering, commissioning and servicing are among the areas that may be impacted. This letter is intended to provide formal notice that the performance of the contract may be adversely affected by the prevalent Force Majeure conditions and no liability is applicable to Grundfos for any delay in the above mentioned services based on force majeure.

Moments like this, reminds us that we are all connected across cities, states and regions. We are called upon to be our best selves, with patience, understanding and compassion. Despite the many difficulties we all face, we would like to re-assure you that Grundfos remains fully committed to doing everything we can to support you through this difficult time.

On behalf of the team, wish you all well.

Stay home, Stay safe and Stay healthy.

Thanks and Regards



P. Saravanan  
General Manager - INDO Area