

Dear TA Europe Client



Wolfgang Schlicht,
Managing Partner
TA Europe

In the light of the coronavirus pandemic, we want to inform you that from today's point of view, TA Europe intends to **continue delivering all ongoing projects in all regions where there is no shutdown** and also is prepared to take onboard new tasks and projects.

However, due to obvious **considerations of the health and safety** of our people, clients and network partners, as well as all their families, which is more important than the business continuity, we have released **guidelines for our team members and network partners**, which shall help them to minimise the risk of infection and follow the recommendations and restriction of the Governments in Europe and South America, where we are currently active.

As a result, for all of your projects with TA Europe, you will receive very soon proposals from our team members to adapt changes in your projects, the relevant organisation and the day-to-day behaviour in your projects to **minimise the risk of an infection**. Some of these measures are as follows:



We will try to minimise or avoid personal meetings and **switch to video or telephone conferencing** whenever possible.



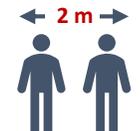
In case of physical interactions with people, we will **avoid close physical contact** such as shaking hands and also follow further guidelines of the Ministry of Health.



For our scheduled site visits, we will **travel there preferably by car alone** and avoid the use of public transport.



To avoid long distance travelling, we might swap service deliverers and dedicate the **service delivery** to those of **our team members who live nearby**, so your point of contact from TA Europe in your project might temporarily change due to these circumstances.



On our site visits, we follow the rules as mentioned above. We try to remain outside where possible and keep an **appropriate distance from other people**.



We also encourage our colleagues to **regularly wash or disinfect their hands**, where possible, due to touching door handles and other surfaces.



We will avoid physical meetings with **more than two people** wherever possible.



Our team members will be staffed with **disinfection solution and gloves** and use that as much as appropriate.



If possible, we may also need to avoid site visits for monitoring projects and instead rely on **photos, reports and other information** provided by the client or developer to prepare our monitoring report or payment certifications.



For service delivery in blocked countries or regions, we would use our **consultants who are already in the country** to provide the local services. With this methodology we are still in the position to deliver in many European and South American countries.



Finally, we have told our team members that in any case where they feel sick, or have possible **symptoms** or fear that they or someone else may have caught the virus, to keep calm, but **inform all people they have met in their projects** and in their personal environment immediately and **follow the official instructions** on how to proceed in case of a suspicion or an infection.

These and other measures shall not only **minimise the impact of coronavirus on our people and clients' health** but also on our and **our clients' businesses**, with the best, wider interests in mind.

In our view, this is the **most reasonable behaviour and strategy**, however, we will **review this daily** in the light of changing situations in all locations and around the world.

Yours sincerely,

Wolfgang Schlicht,
Managing Partner
TA Europe