

# MAATREGELEN OMTRENT COVID-19



Dear relation,

Also Netafim Netherlands is taking precautionary measures, due to Covid-19. We will protect our people as much as possible, and at the same time, offer the usual service to you.

## Customer Service and Sales

Customer service is there to help you and will offer the usual service. Most of the department is now working from home, but can be contacted in the usual way, like telephone or email. Also your Account Manager can be contacted in the normal way.

## Technical Support

Our Technical Support team can be contacted both from the office as well as from their home office to answer all your technical questions. Also custom made online training/courses will be provided, like training on technical specifications of our products or about the various methods, how to irrigate specific crops. Please contact Customer Service or your Account Manager, if you want specific information for your situation.

## Logistics/Warehouse

In the warehouse we are strictly following the guidelines of the RIVM. This to protect you as well as our employees. Therefore we took the following measures:

- No one, except Netafim NL employees are allowed to enter the warehouse.
- Payment of orders collected in the warehouse, need to be done via your account. We do not accept cash or contactless payment.
- Orders can be collected from the table next to the overhead door
- Suppliers must leave their parcels on the table next to the overhead door
- Truck drivers have to wait outside during the unloading of the truck
- Employees of Netafim NL will adhere to all necessary hygienic measures and keep social distance, for their and your safety

## Plant Rucphen

Our factory is open and production is as normal. Also in our plant we strictly adhere to the RIVM guidelines. If you enter our yard to pick up goods or unload goods, you must report to our expedition office.

## Purchasing Department

Our purchasing department is partially working from our office in Maasdijk and from home office. Extra stock of certain critical products has been ordered. On top, our purchasers have daily contact with our suppliers to ensure continuity.

We wish you all the best and hope you stay safe !

Ook vanuit huis zijn  
wij bereikbaar!

