

Viessmann: "Let's take responsibility!"

- **Climate solutions provider calls on workforce to help flood victims**
- **Voucher for 500 euros for flood-damaged boilers**
- **Uninsured can get free heat from Viessmann for 6 months**

Allendorf (Eder), 20.07.2021 - The images and news from the flooded areas in south-west Germany are disturbing. More than 150 dead, countless injured and thousands of people who have completely lost their homes and possessions. That is the negative balance of last week's flood disaster. But now that the immense extent of the damage is becoming more and more visible, there are also positive aspects. A huge willingness to show solidarity with the victims of the flood is palpable, the unprecedented will to help the people in Rheinland-Pfalz and in Nordrhein-Westfalen is taking on concrete forms. This is also the case for the large and worldwide Viessmann family, not only in Germany, but also in Belgium, Luxembourg and the Netherlands.

On the day after the disaster, the company's management used the employee information app to call for energetic help and useful ideas to alleviate the plight of people, colleagues and trade partners in the affected areas. "Let's take responsibility!" was the headline to the message in the app.

The reactions to this appeal were overwhelming over the weekend, immediately there was information about collection points for donations in kind. And from the Eifel, a member of the large Viessmann family came forward with the following advice: "I live in the Eifel, but I am not affected myself, I have no damage. Here, whole villages have been wiped out, many roads, bridges and access roads have been destroyed. So everything has to be rebuilt. At the moment, food, baby food and pet food as well as drinks, hygiene articles, gas cookers and gas! - as there is no electricity - as well as blankets are needed."

In addition, a five-point plan was developed at Viessmann Deutschland GmbH over the weekend.

1. Viessmann issues vouchers in the amount of 500 euros for end users with a flood-damaged boiler. The vouchers are distributed to the trade partners by the Viessmann branches. These in turn pass them on to their end customers.
2. Viessmann is offering its "Viessmann Wärme" heat rental model free of charge for 6 months in the flooded areas (if technically feasible). This offer is particularly aimed at those who have completely lost their system without natural hazard insurance.
3. The company reinforces its technical service with technicians in the flood areas.
4. Viessmann ensures the supply of spare parts in the crisis regions.
5. The company arranges contacts with liquefied petroleum gas manufacturers to make it possible to supply heat in the crisis regions, especially in the Ahr valley, even without a gas network.

Meanwhile, reassuring news reaches us from Steinsel, the headquarters of Viessmann's Luxembourg subsidiary. After the water was half a metre high there, operations continue almost seamlessly. While colleagues in the "home office" look after their trade partners, the clearing and cleaning work in the branch office is almost complete, so that the supply of spare parts or

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the ordering of new heating technology systems is running smoothly. From there, too, the members of the worldwide Viessmann family report a very, very great willingness to help, including from customers and partners.

There is great agreement among all those involved that the priority now is to provide fast and practical help. But it will be just as important to plan and organise the aid over a long period of time, because it will take months, if not years, to repair the material damage. Until then, it is important to stand by those affected, offer a helping hand or simply show understanding and compassion.

With all these actions, the Viessmann family has shown - as it did during the Corona pandemic - that in a crisis you show who you really are! All the measures thus also pay tribute to the company mission statement, the Purpose: "We create living spaces for generations to come." This is all the more true now for the regions in south-west Germany that were badly hit by the floods.

About Viessmann

Viessmann is the leading provider of climate solutions for all living spaces. The 'Integrated Viessmann Solutions Offering' enables users to connect products and systems seamlessly via digital platforms and services for climate (heating, cooling, air quality) and refrigeration solutions. All solutions are based on renewable energy and maximum efficiency. All activities of the family company, founded in 1917, are based on its purpose. "We create living spaces for generations to come" – that is the responsibility of the global Viessmann family with 12,750 members.

Capture: The Viessmann branch in Steinsel, Luxembourg, was also affected by the floods.