

# A MESSAGE TO OUR CUSTOMERS

## **THE IONITY TEAM HOPES YOU ARE WELL AND STAYING SAFE**

During the global Coronavirus COVID-19 crisis IONITY remains focused on delivering High Power Charging across Europe to make long distance e-mobility a reality. During this unprecedented crisis, maintaining our service is essential as we know that many of us depend on an EV for their own mobility.

Firstly, we want to reassure you that all IONITY HPC chargers are operating as usual with no significant interruptions to our service. Despite the current travel restrictions our service teams are doing everything possible to keep the network online. Clearly where issues require local presence this is more difficult as we also have a responsibility to our own staff and service personnel. Fortunately, IONITY charging stations usually have at least four charging points.

Secondly, we would ask you to be aware of the following when using our HPC charging points. We want the experience of using IONITY to be as safe and seamless as possible for all our customers.

## **HEALTH AND SAFETY**

We all have a responsibility to ensure that any risk of infection is minimised. It is essential that everybody follows government and health authorities' advice concerning personal hygiene. The key recommendation is that everyone washes their hands for a minimum of 20 seconds regularly to minimise the risk of spreading infection. At our charging points we recommend customers cleanse their hands before and after use. Or use gloves to operate the touch pad and charging cable and plug.

Many of our site partners have excellent washing facilities and provide disposable gloves. They also have staff available to advise customers who have any questions or concerns.

## CONSIDERATION FOR OTHERS

We also strongly recommend that everyone follows the advice on social distancing and maintains a healthy distance from each other while charging. Then please leave the charging area when finished so other EV users can charge their cars – we appreciate that the next customer will want a clean and litter free space so please take all your wipes and litter with you.

Should you have any issues or concerns, IONITY customer assistance is available 24/7 so please feel free to contact us directly. We also have a new customer support section available online <https://support.ionity.eu>.

Alternatively, please feel free to give us a call at any time. The national number for your country can also be found in our support portal.

By working together, we can all play a part in helping to resolve this situation.

Stay Safe.

The IONITY Team

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### About IONITY

IONITY is based in Munich and was founded in 2017; it is a joint venture of the BMW Group, Mercedes Benz AG, Ford Motor Company, and the Volkswagen Group with Porsche AG. The goal of the joint venture is to build an extensive and reliable 350 kW High-Power-Charging network (HPC) for electric vehicles in Europe to make comfortable longdistance EV travel a reality IONITY has attractive national and international locations through its strong partners. IONITY is an internationally registered trademark.