

Miele statement on issues related to COVID-19

Due to the Corona crisis, Miele has introduced short time at all its German production plants. This came into effect on April 1 and will presumably continue until April 19.

Service technicians help keep hospitals running

Employees staffing Miele hotlines are, as always, committed to serving customers, giving advice on products and providing help over the phone with technical faults. Miele Service continues to repair domestic appliances on site. In particular, the highly specialized service technicians from Miele Professional are making a key contribution towards ensuring that disinfectors and sterilizers in hospitals and surgeries as well as commercial washing machines in nursing homes are properly maintained in order to help keep healthcare operations up and running. Worldwide, 770 service technicians are on the road in the service of Miele Professional. Miele laboratories are working relentlessly on new applications for disinfectors and sterilizers. Furthermore, Miele Professional has also published a set of guidelines covering hygiene measures:

<https://www.miele.com/en/com/hygiene-corona-6293.htm>

The health and wellbeing of employees has top priority

At all its locations, the health of employees is top of the agenda at Miele. The company is intent on implementing all possible measures to afford its staff the best possible level of protection against infection when production resumes. Examples: One measure is the installation of acrylic glass screens at workplaces where employees work together in relatively close proximity. Social distancing rules are maintained in all areas. Increasingly, disinfectant dispensers are being installed, and door opening aids are being produced by 3D printers, allowing door handles to be opened with a forearm or elbow. Office staff are telecommuting to a greater degree.

Dust bags do not provide adequate protection

Miele is frequently asked whether dust bags or the protective filters used on vacuum cleaners are able to provide protection against viruses. To be perfectly clear: Components such as dust bags, motor protection filters or exhaust filters used on vacuum cleaners are not produced by Miele. They are manufactured by specialized suppliers according to Miele specifications for use in domestic vacuum cleaners.

The materials used are not suitable for use in face masks. It cannot be guaranteed that all viruses are reliably retained by the filter material of a dust bag. Air permeability is reduced on highly effective HEPA exhaust filters, resulting in the wearer of a mask made from this material having to make an additional effort to overcome this resistance to air flow. Besides this, the filter materials used are not suitable for exposure to moist breath over any length of time.

We know, though, that our upstream suppliers are working hard on supplying optimum filter materials for use in face masks. These materials will then be distributed either direct by the suppliers themselves or by the relevant authorities.

About Miele

Founded in Germany in 1899 with a single promise of Immer Besser, a phrase meaning Forever Better, Miele is the world's leading manufacturer of premium domestic appliances with more than 20,100 employees, 12 production facilities and representation in nearly 100 countries. As a premium appliance brand represented on all continents, Miele is steadfastly committed to the highest quality, performance and environmental standards. Miele's range of exceptional consumer appliances includes: vacuum cleaners; laundry systems; rotary irons; dishwashers; ranges; built-in convection, speed, steam and combi-steam ovens; cooktops; ventilation hoods; refrigeration; wine storage and espresso/coffee systems.

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