

## FACING COVID-19, NTN-SNR MORE THAN EVER WITH ITS CUSTOMERS AND PARTNERS

**As the automotive aftermarket starts slowly again following the containment that affected all of France as well as many countries around the world, NTN-SNR has implemented all the health measures essential for the safety of its teams. Fully aware of the new challenges, the world's leading equipment manufacturer announces new appointments that will revitalize its activity.**

### AN UNPRECEDENTED ORGANIZATION FOR MAINTAINING ACTIVITY

Quickly confronted with the development of two Covid-19 clusters in Haute-Savoie, NTN-SNR immediately responded by organizing a crisis meeting every day in order to follow the development of the situation. Aware of the stakes, exceptional sanitary measures have been imposed on employees within the premises to limit the spread of the virus. It is thanks to this ability to anticipate containment that NTN-SNR was able to react quickly following government announcements and find the right balance between health security and continuity of service. To do this, several hundred people performing vital administrative and commercial functions for the company started their telework missions in order to maintain contact with customers and partners.

As the pandemic did not affect the countries simultaneously, NTN-SNR then used several of its internal organizations linked to security (industrial management, medical services, ergonomics and hygiene and safety) to secure the work spaces of the downstream logistics. Employees were able to continue working safely and meet the demands of non-confined countries like the eastern countries.

The automotive market having been strongly impacted and slowed down by containment, a gradual but rapid resumption of activity in NTN-SNR's production plants was still necessary to meet the needs of other industries such as the aeronautics. To do this, the equipment manufacturer has focused its efforts on bringing its factories into compliance. Once again, thanks to the support of its medical services, new measures have been implemented to ensure respect for physical distance and decontamination of workstations between each shift.

*“Following this unprecedented health situation and the two months of containment, NTN-SNR has rethought its way of working and the layout of its premises in order to guarantee the safety and health of its employees. To minimize human contact and thus the spread of the virus, each employee is required to be present a few days a week or half a day in the premises. Thanks to an efficient teleworking framework, we are now having an*

*unexpected recovery of activity and we are happy for having succeeded in implementing effective continuity of service throughout the health crisis”.* *Christophe Espine, Communication Manager for NTN-SNR group.*

### THREE APPOINTMENTS TO STIMULATE ACTIVITY

- Jonathan DELALU, EMEA Sales Director, Automotive Aftermarket.

With more than 13 years of experience in the automotive sector, Jonathan DELALU took office on June 1st as EMEA Sales Director

Passionate about aeronautics, Jonathan DELALU has completed a business school degree in Toulouse. Attracted by the Scandinavian countries' culture, he left France in 2007 for Sweden where he spent 10 years of his life. Management controller at first at Renault headquarters in Stockholm, he was quickly won over by the Nordic way of life and its collaborative hierarchy and finally adopted the dual Franco-Swedish nationality. Project manager then Network performance manager, he continued his rise at Renault at the heart of the automotive market before joining VALEO SERVICE as Sales and Marketing Manager in the aftermarket for the Scandinavian countries.

In 2018, he grabbed the opportunity offered to him by NTN-SNR to return to France. After two years as Sales Manager in charge of Northern Europe, of which he has a considerable experience, of the United Kingdom and Italy, he takes over from Christophe IDELON.

health

from

EMEA



*« Despite a disturbed and economic context, I am delighted to take over Christophe IDELON »* says

Jonathan DELALU, Sales Director, at NTN-SNR. *« Although taking up a job during a containment is not common, the digital tools at our disposal allowed me to interact with my new*

teammates while respecting the sanitary measures essential for everyone's safety. While continuing the actions initiated by my predecessor, we will work, my teams and myself in close collaboration in order to offer our customers and partners new operating modes more suited to post-Covid 19. And as it is impossible to move forward and win alone, listening and exchanging will be at the heart of my management to support each country and each market according to its needs and local specificities" concludes Jonathan DELALU.

- Michel METRAL, Technical expert for automotive aftermarket in charge of certifying courses.



Aware of the need to support professionals on a daily basis, NTN-SNR has displayed since the beginning of the year its desire to enrich its training catalog as well as all the needed tools for its customers and garages. Very present with distributors and garage owners in France and in Europe with its range of services (Tech ScaN'R application, assembly-dismantling tutorials, brochures and technical training sessions, specific toolings...) the equipment manufacturer wishes to target a new audience no less important: today's repairers and those of tomorrow. With this in mind and faced with the success of numerous training courses targeting students already in progress in several European countries, NTN-SNR welcomes within its team Michel METRAL, technician in charge of training for customers, garages and schools, also in charge of all technical support and the development of specific tools with our partners. "Our know-how can be found in our products but not

only", explains Michel METRAL, Technician in charge of training at NTN-SNR. "In order to best support the repairers of today but also of tomorrow, we must pass on our expertise to them, otherwise we will lose part of the added value that we have developed. For this we already provide our customers with many educational tools and wish, thanks to these technical training courses, to continue to guide and advise them daily".

- Nico CARUCCI, DACH and Benelux Sales Manager Automobile Aftermarket

On July 1st, 2020, Mr. Nico CARUCCI will take over from Marcus HAEHNER as Sales Manager within the Automobile Aftermarket Business Unit in Germany where NTN-SNR is one of the key players. Widely recognized as an expert in the automotive market, Nico CARUCCI will put his know-how at the service of the actions undertaken by his predecessor to carry them out.

« It is with great enthusiasm that I am about to take up my new position by succeeding Mr. HAEHNER. I look forward to using my many years of experience in the automotive aftermarket to further strengthen NTN-SNR's position in the German market while continuing to be a reliable partner for our customers" says Nico CARUCCI, DACH and Benelux Sales Manager, at NTN-SNR.

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