



To our valued customers and business partners

St. Gallen/Switzerland
March 16th, 2020

Situation regarding Coronavirus (COVID-19)

First of we hope that you, your family and your business are not directly affected by the Coronavirus. With this statement, we would like to give you an update on the current situation at FILTROX.

Currently, we are still 100% operational. All our manufacturing sites are running. We have enough stock of necessary raw materials and components and we do not have any information about an impending disruption in our supply chain. Therefore, we can currently ship all purchase orders within normal lead times. However, we are experiencing some problems with outgoing freight such as limited container availability, reduced airfreight capacity and more time-consuming border-crossing procedures. We are also aware that the situation could change quickly due to higher levels of infections and/or more severe restrictions on the free movement of people and goods. We therefore recommend that you place your purchase orders well in advance and allow more time for shipping than usual.

Safety is our top priority right now. We have implemented all recommendations from the World Health Organization (WHO) and the respective local authorities on our sites. We are trying to minimize direct social contacts in our business and have asked our staff to self-quarantine at the earliest suspicion of a possible infection. Third party visits to our manufacturing sites and offices are only permitted if they are absolutely vital. Employees have been asked to use home office and web-meetings wherever feasible and limit their travel to an absolute minimum. We therefore ask for your understanding if we are unable to visit you or receive you as a visitor right now. However, our qualified sales and admin staff is ready to support you via phone and e-mail with your filtration needs.

We are monitoring the situation continuously and will advise immediately of any changes. If you have any questions or concerns, please do not hesitate to contact us.

Our customers in the life science, beverage, food, and food service industry worldwide are playing a very important role for society in these challenging times. As their supplier, we are committed to support them with a continued supply of high-quality filtration products.

We thank you for your valued partnership and your confidence in FILTROX.

Yours sincerely

Dr. Cristian Rusch
CEO