



To our valued customers and business partners

St. Gallen/Switzerland  
April 9<sup>th</sup>, 2020

## **Update on Situation regarding Coronavirus (COVID-19)**

First of we hope that you, your families and your businesses have not been affected too much by the Corona-Crisis. Following up on our earlier statements issued on March 16<sup>th</sup> and March 27<sup>th</sup>, we would like to give you the latest update on the current situation at FILTROX.

Thankfully, FILTROX is still 100% operational. All our manufacturing sites are running on a normal schedule and our regional distribution centers and sales offices around the world are open. The vast majority of our customers in the Beverage, Food, and Life Science industries continue their production, some of them even at higher levels than usual. Therefore, the demand for depth filtration products has been stable so far.

As at most companies, our staffing levels are reduced due to safety and quarantine measures. However, this has not affected our operational stability due to flexible work schedules and home-office solutions. We have enough stock of necessary raw materials and components and have not experienced any major disruptions in our supply chain. We can currently ship all purchase orders within normal lead times. Since we continue to observe higher transport costs and longer transit times, we still recommend you place purchase orders well in advance.

Safety remains our top priority. We have implemented the recommendations of the World Health Organization (WHO) and the respective local authorities on all our sites. Thankfully, none of our employees or their families have been diagnosed with COVID-19. We continue to minimize direct social contacts at the workplace and travelling and site visits are still restricted. Nevertheless, our qualified sales and customer service staff is glad to support you via phone, e-mails or web-meetings with your filtration needs. We are also ready to provide online assistance for any pending filtration trials.

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

We believe that continuing to provide the best possible filtration solutions to our customers is the most important contribution we can make as a company in this worldwide crisis. We will work hard to achieve this.

We wish you all the best and thank you for your valued partnership and your confidence in FILTROX.

Yours sincerely

A handwritten signature in blue ink, appearing to read "C. Rusch".

Dr. Cristian Rusch  
CEO