

Göttingen, March 24, 2020

Letter to Customers

Dear Valued Customers,

The COVID 19 pandemic and the associated restrictions on life as we know it poses great challenges on every individual, both in our jobs and in our private lives.

As your business partner, it is our primary goal to retain our full ability to deliver the products you need to keep your operations up and running. At the same time, we must take all necessary measures to protect the health of our more than 9,000 employees and limit the risk of infection.

It is important for us to keep you informed about how we approach this situation and which measures we have taken to ensure ongoing operational readiness. In the following, we would like to answer your most urgent questions. Given today's fast-changing environment, let us reiterate that our information applies for now and that the situation may change over the coming days and weeks.

Will I continue to receive the Sartorius products that I ordered?

Currently, Sartorius' production capacity remains largely intact at our sites and spare capacity is still available. In countries where „shelter-in-place“ restrictions have been implemented Sartorius has been exempted from these as a supplier to the pharma/biotech industry. For select product groups, we are proactively in the process of further increasing production capacity, above all for critical items, in order to be able to meet any increased demand due to contingency measures that some customers are implementing at the moment.

Must I expect delays in delivery due to transport restrictions?

Also regarding logistics, we are currently experiencing only limited impact on our deliveries and none are expected to extend beyond more than a few days. However, if we are confronted with further reduced airfreight capacity and more closures of country borders we assume that delays will become more prevalent. This applies to shipments to and from all regions globally.

Is Sartorius experiencing shortages or delays in the supply of raw materials?

With respect to the Sartorius supply-side risks, we are not experiencing shortages for most of our materials at this stage. Our procurement team is in close contact with our suppliers, and their delivery performance continues to remain at robust levels. With respect to raw material stock levels, we have taken action to increase raw material safety stock as an additional contingency measure.

Will service technicians continue to provide on-site services?

In case of commissioning or necessary repairs, service technicians will continue to visit customers on site wherever possible. All other travel activities of Sartorius staff have been reduced to what is absolutely necessary to minimize the risk of infection.

Please do not hesitate to contact us in case you have any questions.

Sincerely,
Sartorius Customer Service