

Waiblingen, 24/03/2020

Customer information regarding coronavirus

Dear Business Partners,

We are seeing healthcare facilities pushed to their limits, empty supermarket shelves that reflect people's deep-seated insecurity, and ever more restrictions on public life. The novel coronavirus continues to spread rapidly and the effects of the outbreak on everyday life are now real tangible. Our efforts to contain the spread of the virus represent a challenge that we can meet only by facing this together.

Syntegon Technology has been very carefully monitoring the spread of the coronavirus for many weeks now, just as you surely have. To this end, we set up a dedicated task force early on; it also includes members of our Executive Board. We are continually taking the necessary precautionary measures. In this regard, our top priority is to safeguard the health of our own associates and our business partners. We are also minimizing as far as possible any adverse effects on our business operations.

Our aim in all this is to act hand in hand with you. As manufacturers of medicines, food, and other crucial goods, you have a very special role to play in the current situation. Only if our health system is kept supplied with pharmaceutical products at all times, will healthcare professionals be able to continue their demanding work for the well-being of those who become ill. Only if regular deliveries to our grocery stores are maintained – despite the increased demand – will people be able to purchase their usual supplies even in these uncertain times. As a reliable partner to the pharmaceutical, food, and other key industries, Syntegon is there to support you – in keeping with our mission of “processing and packaging for a better life.”

We are working without interruption on your projects and are currently able to meet all our orders. However, the restrictions in place at international borders can in some cases result in delays and higher freight costs. Rest assured that we will do everything within our power to keep any adverse effects of this to a minimum. If, despite all our efforts, we should encounter delivery problems, we will inform you immediately and consult with you on how to proceed. We are experiencing only very few restrictions in our own supply chains. To ensure that remains so, we have stepped up contact with our suppliers. That will allow us to identify potential bottlenecks at an early stage and find solutions to them quickly.

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Despite more stringent travel restrictions, we are maintaining our services as best we can. On the one hand, we can fall back on our strong international service network, which enables us to cover service callouts in many countries with our own personnel. On the other, we can offer remote services or allow our customers to take part in factory acceptance tests via video link. In all cases, we will take account of your own particular rules for dealing with the coronavirus and find personalized solutions in order to protect everyone involved.

Syntegon has instructed its associates to work from home. Those who are unable to do so are subject to strict rules as regards hygiene and distancing. Wherever possible, we will replace business travel with conference calls and Skype sessions. This will ensure your contacts at Syntegon remain available to you at all times. Please contact us or our service, logistics, and distribution partners if you require any support. Together, we can keep the risks for people and our business to a minimum.

We look forward to seeing you again in person as soon as the situation has eased. Till then, we wish you all the very best, especially good health.

Best regards,

A handwritten signature in blue ink, appearing to be 'M. Grosse', with a stylized flourish at the end.

Dr. Michael Grosse
Chief Executive Officer of Syntegon Technology