



Press release: March 25, 2020

Actions taken in context of COVID-19

Dear partners,

the current restrictions due to the COVID-19 pandemic pose new challenges for people and companies. As a medical technology company for precision electrosurgery, we contribute to the improvement and preservation of life. At the same time, we currently all have the social responsibility to take the necessary actions to slow the spread of the coronavirus.

In this context, we would like to inform you about the actions we have taken at Sutter Medizintechnik to ensure our ability to meet demand and ship orders and at the same time protect our employees in the best possible way.

Accessibility

- Our sales team is currently not visiting customers but will be happy to assist you by phone or email.
- Our customer service can be reached by telephone and email at the usual times.
- Our employees work partly from home and partly in our office rooms maintaining the spatial safety distance required by the Federal Ministry of Health.

Production

By introducing shift work for all production teams, we were able to reduce the number of employees present at the same time ensuring the spatial safety distance between people. This allows our teams in the production unit to continue their work.

Delivery service

Orders are currently delivered without restriction (exception currently: Austria, Australia). However, there may be some delays in delivery due to staff shortages. If this is the case, we will inform our customers as early as possible.

Suppliers

We are in daily contact with our suppliers and service providers. For the moment, all suppliers are still operating, and transport and logistics routes are open, so that supplies are currently secured. If the situation changes drastically, temporary delays or shortages of supplies may occur. In this case we will also inform our customers.

We assure that we will do our best to be a reliable partner in the current situation. Of course, we continue to monitor current developments and adapt our actions to the new situation, if necessary.

For the moment, we wish you all the best and good health in these challenging times.

Sutter Medizintechnik GmbH