Dear Valued Customer

The health of our employees and their families and the services to our customers have top priority.

For this reason, SCHURTER adheres to the country-specific recommendations and guidelines set by the Health authorities. We listen to the needs of our employees and align our Group companies to their requirements. Nevertheless, actions have been taken to protect our employees globally.

We want to thank you for your continued patience in these unprecedented and very challenging times. Going forward you can expect frequent status updates from SCHURTER how we react to the coronavirus COVID-19 pandemic. Continued travel restrictions, the shut-down of borders and whole cities and other similar events have created unanticipated labour, logistics and material shortages throughout the world. These actions may affect SCHURTERs ability to deliver products on time. We will continue to update you as the situations unfold.

Key updates 2020/05/12

Europe
Many countries within Europe are implementing border controls and limiting movement. SCHURTER manufacturing sites are still operational, although experiencing an increase in absenteeism. Our global transportation and logistics team is working very closely with our manufacturing sites regarding moving of goods. At present our European manufacturing locations remain operational and production is on the slightly reduced level of approx. 80%.

Asia
China – The Chinese production facilities are 100% occupied and work in full. The greatest challenge now is the procurement of semi-finished parts. We are in close contact with our suppliers and are currently able to secure the supply.

India – On 14th April 2020, the government of India announced an extension of the general lockdown period to 17th May 2020, with certain exceptions (medical products against the COVID-19 virus). SEI is now operating with a capacity of 60% and is slowly ramping up. All local emergency customer support matters can be addressed to Mahesh Mahajani (Head of Sales). His e-mail ID is: mahesh.mahajani@schurter.co.in and his mobile no. is +91 90999 06117.

APAC - Nevertheless, delays may occur due to limited freight shipments. Deliveries of SCHURTER products from the Swiss headquarters are secured for the time being.
Americas
Several states and counties across the US have issued enhanced measures to restrict the movement of people and to close some types of businesses. Currently we can ensure the operation. Delays may occur due to limited freight shipments. Deliveries of SCHURTER products from the Swiss headquarters are secured for the time being.

Global Business Continuity
SCHURTER has implemented a Global Pandemic Plan. Our Global Business Continuity team continues to meet regularly to continue production around the world, while also complying with all government requirements associated with the plants continuing production. Furthermore, the supply chain status is reviewed daily as part of our global business continuity plan.

Best regards,

Ralph Müller
CEO SCHURTER Group