

Status: June 16, 2020

Answers to frequently asked questions concerning measures and effects of coronavirus on our ability to deliver

- **Is a pandemic plan in place in your company?**

Yes. This was also communicated to the workforce and appropriate precautions and measures were introduced and implemented.

- **How high do you estimate the risk of infection in your company and have measures been taken to minimize the risks?**

Low. Measures are being taken in accordance with the company pandemic plan. Our employees have been given clear instructions by the management to consistently adhere to the hygiene and conduct measures of the Swiss Confederation. Messer Schweiz AG provides all the necessary resources for this purpose and informs employees regularly in writing. Messer Schweiz AG even goes one step further and, in the event of an active pandemic case, closes the premises to outsiders without good reason such as deliveries of goods, cleaning staff or, if necessary, authorities. In order to further minimize the risk of exposure, business trips, customer visits, meetings and sessions are prohibited in this case, or may only be held in urgent cases with a minimum number of participants and in compliance with the recommendations of the FOPH.

At present, visits and deliveries are possible in compliance with hygiene measures.

- **Is there a risk of infection from products supplied to your company?**

No, gas is never touched at any time. The production is a closed system. Containers are quarantined or disinfected when taken back.

- **How is it ensured that there is no increased health risk for customers when goods are delivered by Messer Schweiz AG?**

For cylinders taken back, 2 sorting stations are set up and managed alternately. Cylinders are unloaded with disposable gloves. Consequently, cylinders are quarantined or disinfected when they are taken back. The cylinders are unloaded with disposable gloves when they are taken back and delivered. Thus, and by adhering to the hygiene and behavioral measures of the Swiss Confederation, there is no increased risk according to current knowledge.

- **How do you ensure security of supply for products from abroad?**

95% of the products are manufactured in Switzerland

3% of the products are commercial products from Switzerland

Our own production is currently secured and prepared for an increasing demand. Messer Schweiz has been declared a systemically important company by the Federal Office for National Economic Supply. In addition, the temporary lifting of the ban on Sunday and night driving was granted by ASTRA (Federal Roads Office).

- **For how long can your company maintain deliveries in the event of a border closure or an import ban on products?**

Low risk as almost all of our products are produced in Switzerland and thus the dependence on foreign countries is very low.

- **Do you have initial emergency plans such as alternative sources of supply, increasing safety stocks?**

Our sister companies throughout Europe are available to us as alternative sources of supply. Safety stocks are automatically increased if there are signs of bottlenecks. The Swiss gas industry has coordinated its efforts to avoid supply bottlenecks during the pandemic as far as possible.

- **Are there measures to maintain production in the Corona case?**

Yes, the handling of suspicious cases is clearly regulated. The measures are being implemented in accordance with the pandemic plan. Depending on their function and as far as feasible, our employees are increasingly working from their home offices, and the operational and office teams have been reduced by half as a preventive measure, working alternately in weekly intervals via home offices and in the company. However, customers will not notice much of this and the usual contact persons will still be available.

- **Do you observe disturbances during transport, customs clearance or delivery?**

We are in constant contact with our logistic partners and are informed about any deviation. Currently there is no interference.

- **Can Messer Schweiz AG confirm its ability to supply medical oxygen?**

The production of sufficient available oxygen is guaranteed. Also the ability to deliver in cylinders and mobile liquid containers is currently given and an additional cylinder and container park is available as a reserve. As the cylinders and liquid containers are reusable packaging, the ability to deliver is heavily dependent on Messer Schweiz AG being notified promptly of empty cylinders and liquid containers for refilling.

In the event of a bottleneck in the supply of cylinders, Swissmedic has approved special arrangements that enable the supply to be maintained.

- **Can gases still be collected or exchanged in cylinders?**

Gases in cylinders can still be collected and empty cylinders can also be returned.

The Management Board