

Göttingen, November 4, 2020

## Update on Sartorius' delivery ability during the COVID-19 outbreak

Dear valued customer,

With the COVID-19 pandemic showing a negative dynamic in various regions, we would like to update you on Sartorius' operational readiness.

### **How is Sartorius protecting its employees and manufacturing sites?**

Sartorius is still taking all necessary measures to protect the health of its more than 10,000 employees while keeping operations and services up and running. Strict safety measures are in place at our manufacturing sites and visits both from internal as well as external people are being limited to reduce risks. Also, production areas are strictly forbidden for non-authorized personnel. At this stage, the number of cases remains lower compared to global trends. Also, no single case occurred where a staff member got infected at one of our sites. This confirms the efficiency of our safety measures and helps to protect our people.

### **Does Sartorius maintain access to raw material?**

Sartorius increased safety stock targets for critical items to mitigate risks on component shortage. Component availability is continuously monitored, and raw materials identified to be on a critical path continue to be at a very low level.

### **Does Sartorius have enough capacity to cope with the demand?**

Production output continues to be at strong level while various capacity expansion initiatives have been realized already for key technologies to further strengthen our supply. So far, no lead time increase was required for most of our technologies. Only for few highly demanded products a temporarily lead time increase of a few weeks was implemented to ensure a reliable supply.

Looking towards 2021, Sartorius expects substantial further capacity expansion which enables us to continue managing with limited impact the growing demand for 2021 and beyond. For products with high utilization rate in Covid-19 drug manufacturing processes, our demand planning team is working closely with those customers to ensure priority scheduling where possible. Proactive and continuous demand balancing enables us to continue our supply for critical processes even in case of capacity limitations.

### **Does Sartorius experience any issues on the logistical side?**

Sartorius' logistical network remains strong. At this stage, deliveries are on track for air and ocean freight. Road freight for customer deliveries continues with only very limited impact and 98% of our deliveries remain on track.

### **Is Sartorius' delivery reliability impacted by the Covid-19 pandemic outbreak?**

Thanks to our solid global manufacturing network, delivery reliability remains stable and at high level throughout the entire pandemic outbreak so far. This is enabling workload balancing across different sites

whenever needed to provide you with best possible delivery dates. We re-emphasize the importance of qualifying our entire manufacturing network so we can ensure the highest degree of security of supply for your products, despite the current global risks related to Covid-19. We want to highlight here the advantage of using our Rx360 audit service which enables you to validate a maximum amount of manufacturing locations quickly and safely.

For sure, the pandemic is not over yet and many new challenges are in front of us. However, you can count with the full engagement of all our staff to further improve and serve you with best performance. We do look forward for actively and successfully working with you and do thank you for your contribution.

Sincerely,  
Sartorius Stedim Biotech

A handwritten signature in blue ink, appearing to read 'Davy De Wilde', with a horizontal line extending to the left.

Davy De Wilde  
Head of Customer Support Center

A handwritten signature in blue ink, appearing to read 'Luc Burgard', with a horizontal line extending to the right.

Luc Burgard  
Head of BPS Operations