March 17, 2020

Re: COVID-19 Effect on Supply Chain

Dear Valued Customer,

We are all aware of the global effects the COVID-19 virus is having on many nations around the globe. Stäubli is addressing the health risk to our employees and have enacted commensurate means to protect and preserve the health and safety of our global employee base.

In Europe, in efforts to manage the spread of the virus, French, German, Italian and Swiss borders have strict entry requirements. Our European teams have been restricted to remain in their respective country and work from home. This restriction is also affected our suppliers in Europe, as some are also required to work from home, thus greatly reducing the manufacturing capabilities.

We are operating in our Swiss Headquarters, and supply of goods is continuing. The European supply chain issues described above, will cause delays in some products, and our Field Sales and Customer Service will be working closely with yourself and our supply chain team to address your specific issues with product supply.

We have moved to FedEx to move our goods from Europe to North America, thus the transportation of goods will not be affected by the reduction and cancellation of commercial flights to the United States. The shipment of goods is continuing on the same schedule as we were utilizing prior to the COVID-19 virus.

The supply chain demographics for North America is more favorable for minimization of supply chain disruption due to the spread of our manufacturing partners across the United States. Many of our suppliers are working in critical markets, and thus do not have to comply to mandates from State and Local governments to shelter in their homes.

The US Headquarters could be subject to a “shelter in place” order from the county. We have already enabled our teams with the tools to establish home offices where the daily responsibilities will continue during this period. We have also utilized the classification of a critical manufacturing group to enable a team in our warehouse to continue to process and ship your orders from our warehouse.

I understand that the information may not satisfy your pressing question of will your specific product be delayed, and such a large blanket statement is not feasible at this time. The supply chain is still operating, and product is still being shipped to our US Headquarters on a weekly basis, and I do not see this being interrupted.
We have a strong sales and supply chain team in the US. Our team, including myself, are managing the dynamic supply chain conditions, and we are empowered to take all necessary actions to manage the best outcome for our customers.

Sincerely,

[Signature]