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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. In order to minimize the risk of exposure in the event of an active pandemic, business trips, visits to customers and meetings are prohibited or may only be held in urgent cases with a minimum number of participants and in compliance with the recommendations of the FOPH.

- **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.

- **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 cylinder supply, the already existing special arrangement with Swissmedic, which made it possible to maintain the supply during the first wave, will be applied for again..

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

Gases in cylinders can still be collected or exchanged.

Since 2.11.2020, access to our plant is only possible via the main entrance (blue gate). An external medical team carries out a body temperature check before entry. In addition, masks are mandatory on our factory premises.

- **Who else has access to the site?**

External visitors, with the exception of collection customers, are no longer permitted on the plant premises and in the Lonay branch office from 2.11.2020. This is due to our special position as a system-relevant company. Exceptions to this rule are visitors necessary for operations, such as drivers and service providers for production, who must wear masks on the site.

- **Will customer visits continue to take place?**

Our field staff will be happy to continue to visit customers if suitable hygiene concepts are available at the visitor's location and are adhered to

The Management Board