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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 implemented in accordance with the company pandemic plan. Testing is used to ensure that only Corona-negative persons work. Our employees have clear instructions from the management to adhere consistently to the hygiene and behavioral measures laid down by the federal government. To this end, Messer Schweiz AG provides all the necessary resources and regularly informs employees in writing.

- **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?**

The bottles are unloaded with disposable gloves during collection and delivery. Thus, and by adhering to the hygiene and behavioral measures of the federal government, there is no increased risk according to current knowledge. Afterwards, the bottles are completely disinfected in a UV station.

- **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 suspected cases is clearly regulated. Measures are taken in accordance with the pandemic plan.

- **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**

Bottled gases can still be picked up or exchanged. Masks are compulsory on our premises as soon as the vehicle is left. Customers are requested to adhere to the hygiene and behavioral measures of the federal government.

- **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.

- **Are external visitors allowed in your company?**

Only visits necessary for the maintenance of operations are allowed, in compliance with the 3G rule.

The Management Board