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March 20th, 2020

Impact of the Coronavirus to the Medical Segment's Customers

Dear Valued Customer,

I think it is safe to say that all of us are currently watching the news daily – and often with an uneasy feeling. We certainly hope that you, along with all of your employees and families are safe and not impacted by the Coronavirus COVID-19.

Today, I would like to assure you that we feel confident in our ability to deliver our products – despite the current business uncertainty worldwide.

We remain in close contact with our tier-1 / tier-2 / tier-3 suppliers as well as freight forwarders, observing all open orders. Furthermore, we will continue to monitor the overall supply and shipping situation thoroughly. Should there be a change of delivery dates in a particular case, you would be contacted by our sales team. Additionally, we would appreciate if you could place your orders earlier, foregoing standard lead times. This will give us extra time to process and try to mitigate any disruptions should they occur.

We, as a global company with our various sites, follow guidelines from trusted national and international health organizations. Furthermore, we adhere to local laws where we operate – taking actions as needed to protect our employees and we will continue to do so until the COVID-19 risk has subsided.

Should you have any questions or concerns, please feel free to reach out to us.
We certainly wish you and your families continued good health.

Kind Regards,

A handwritten signature in blue ink, appearing to read "Amod Kher".

Amod Kher
Vice President & General Manager
Medical Segment – Ingersoll Rand

A handwritten signature in blue ink, appearing to read "John Balamuta".

John Balamuta
Director Business Development
Welch Vacuum