

COVID-19 – Customer information from nerbe plus GERMANY

The past 44 years, nerbe plus has been committed to supporting its customers in their work as a reliable partner. The current situation concerning COVID-19 (Coronavirus SARS-CoV-2) is a new challenge for the global healthcare system. In this unusual and difficult situation we are at your side at our best possible way.

For this purpose, we have implemented a comprehensive package of measures with which we continue to ensure the production and delivery capability of nerbe plus. While doing so a particular importance is attached to the safety and protection of our employees. They are the engine for ensuring the production and delivery capability of nerbe plus.

The extensive package of measures includes, for example:

- Comprehensive protection and hygiene instructions.
- No entry for returned from high-risk areas.
- Opportunities to work in the home office
- 2-shift system in production and in the warehouse
- To ensure the availability of materials, the supply chains are constantly checked and the delivery capacity of our suppliers is assessed.

The situation in recent weeks has understandably led to a significant increase in orders received from our customers for certain products.

With all the options available to us, we are working to meet these increased requirements. Our sales team is in direct contact and dialogue with our customers to ensure the best possible care. If, contrary to our expectations, we are not able to fully meet the increased order quantities immediately in individual cases, we will contact you directly to find an individual solution. Our sales team will continue to provide you with the best possible support from the office or home office. If you have any questions, please continue to seek direct contact with the contact person you know.

As things stand today, the measures taken enable us to remain fully capable of acting and delivering and we do not expect our delivery capability to be restricted.

We closely monitor and assess the further development of the pandemic and follow the directives and guidelines of the government and the World Health Organization (WHO) in order to adapt our actions if necessary.

We do everything we can to continue to offer you optimal service even in this challenging time. We wish you and your family that you will get through this time well, but above all healthy.

Your nerbe plus team