

Coronavirus Questions & Answers

Q: Have you been affected by the restriction in Italy, and to what extent?

A: our distribution centre in Italy is operating normally. Nevertheless, we recommend to stock 3 weeks of reagents and consumables in prevision of higher demand of reagents from hospitals and to minimize the risk of back order situations.

Q: What would happen if the distribution centre was obliged to close?

A: We are currently operating normally, however, Werfen has activated a contingency plan so that the impact on the business will be minimal.

Q: Do you have a contingency plan? What is it?

A: Yes, Werfen has two large distribution centers in Europe: Roncello (Italy) and Tarancón (Spain, close to Madrid); both are prepared to maintain our Supply Chain. In case of an eventual Roncello's temporary suspension, orders will be served from Tarancón (Spain).

Q: Are they prepared to cover emergencies?

A: The contingency plan we have put in place will allow Werfen to manage emergencies exactly with the same service level Roncello does currently.

Q: Can we bring deliveries forward?

A: We are working normally; operations continue as always. Nevertheless, we recommend to stock 3 weeks of reagents and consumables in prevision of higher demand of reagents from hospitals and to minimize the risk of back order situations.

Werfen has a contingency plan at the level of distribution and manufacturing so that the effect on the business will be minimal.

Q: If we want to stock up, do you have enough products?

A: We are working normally. Our inventory levels are sufficient for maintaining normal business volumes. In the case that there is insufficient stock in the coming weeks, we will proactively contact you to provide a solution. Currently, a stock of three weeks at your facilities will assure complete continuation of activity.

Q: Will the delivery times remain the same? Will there be delays?

A: Currently, we are operating normally. We have a contingency plan so that service will not be affected, and we can deliver on time.

Q: Are there any products that you expect NOT to be able to supply, ex. spare parts?

A: We are operating normally and we have a contingency plan in place so that service is not affected. If in the future there is insufficient stock, or we expect delivery delays, we will proactively contact you.

Q: Who will assume the transport costs from Spain, in case that my product are delivered from that distribution center, to the final destination?

A: The incoterms remain unchanged. No changes.

Q: How does the change of location to Spain affect my registration / import license issued from Italy?

A: There should be no affect. The materials will continue to be invoiced by Werfen in Italy to each European affiliate. Werfen Belgium and Werfen Netherlands remain your supplier and the company which will continue invoicing you.