



**SENSUM**

Sensum d.o.o.  
Tehnološki park 21  
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Slovenia

Date: 24.03.2020

## **Subject: Information on COVID-19**

Safety of our customers and employees has always been top priority for Sensum. Nevertheless, with the outbreak of COVID-19, we are now facing a different point of view on safety.

Since the outbreak Sensum strictly follows the guidelines, instructions and directives of NIJZ (National Institute of Public Health), a central national governmental agency in Slovenia, which provides relevant information on COVID-19. Firstly, we made sure that all our employees abroad returned safely back home to Slovenia. Next, following NIJZ closely, we immediately took many precautions to minimize the risk of infections, including teleworking, regular disinfection of surfaces, communicating safety precautions with our employees, no travel policy, etc. At the moment, the measures seem to be working well, as there are no known infections among our employees, for which I am grateful.

Currently Sensum is fully operational and all of our processes are functional. As a supplier of essential technology to pharmaceutical industry we continue to assist our customers, as we understand the importance of their production running, to provide an uninterrupted supply of drugs to the patients. I can assure that our current orders are processed as scheduled. Moreover, we continue to be ready to take new orders for our machines, and we can assure delivery in time. Namely, as an established supplier we have expert personnel always ready to assist our customers, and available stock of products and components as we have never relied on just-in-time delivery.

As most of the worldwide exhibitions in this year are postponed, there will be less opportunities to grow our relationships with customers in these events. Nevertheless, there is a positive side of the current situation as well, as it gives us motivation to even better exploit possibilities of digital ways of communication. We are encouraging our existing and new customers to stay in close contact with us and exchange information by teleconference meetings, receive solutions through our remote services, get familiar with our solutions our Youtube channel, and check our news on LinkedIn.

Once again, I confirm our full operation and readiness for cooperation.

Yours Sincerely,

*dr. Rok Bernard, Managing Director*



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