

Dear customers, dear business partners

We commit

Nothing is more important to us than the health and protection of our customers and employees. Immediately at the beginning of the crisis in China we deployed a task force for this. We have implemented many measures at our headquarters in Muri/Switzerland and at our subsidiaries worldwide to ensure the health and protection of our customers and employees. People who are not directly involved in assembly, logistics and incoming goods work in home office. We have introduced alternating work shifts and break times to protect employees working on-site. In this way we assume our responsibility towards you and our employees.

We care

We are there for you as usual. Our production is running, and spare parts are available. Despite worldwide affected logistics worldwide we and our global representatives try everything to serve you normally. We constantly assess the current situation, adjust our measures accordingly and are in continuous contact with our suppliers. However, despite all our efforts, not everything is in our hands. Should bottlenecks occur in the supply chain, we will do our utmost to work out a joint solution with you. We also consider it our duty to grant special status to customers from the pharmaceutical and food industries in the current situation. In this way we contribute to ensuring the supply of essential products to the population.

We are here for you

Our global sales and service staff is available to you, in compliance with the defined rules. Our well-known, simple contact channels work well. Please contact us if problematic situations arise. It is important that we are there for each other and can find pragmatic solutions together.

We are very much looking forward to being there for you again soon in the normal way and wish you good health and success in overcoming the crisis.

Kind regards

Martin Meier

CEO Robatech Group