

Date: 30th March 2020

Dear Valued Customers

In response to the COVID-19 pandemic, the Shimadzu Group has established a Business Continuity Plan that includes policies and measures to address potential limitations of our business. Shimadzu has a global business structure from production to service. For production, countermeasures to identify alternative sources of raw materials where necessary were successful, and the production plan for parts and instruments is set for April, May and beyond ... at normal levels.

Shimadzu in Japan is continuing to strive to secure delivery using commercially available air and sea freight at the best possible rates. However, it is likely that deliveries will be affected by the limited availability of flights and incur increased freight charges. Currently in Australia and New Zealand we have no significant delays, however, we have increased our stock levels as a precaution. We are also discussing with some customers about their individual ongoing consumables needs. Please contact us if you have concerns about this and we can work with you on your specific needs.

Shimadzu is classified as an 'Essential Service', and so our operations will continue. Shimadzu has service support in all states of Australia plus New Zealand, which means we can support our customers with locally based staff, and assisted by our specialists remotely if required. We are also opening up this opportunity employing remote access from our specialists for further training for our valued customers on our software platforms. If you would like to avail yourself of this free service, please let us know.

To protect our employees, we have as many staff working from home as possible. All service staff are using their home as a work base to continue supporting customers, however, at the same time we need to ensure that our staff will be safe going onsite on customer premises. This is a responsibility shared both ways.

In conclusion, we continue to monitor the situation closely. If there are any substantial changes to the situation, we will advise you further. If you have further questions, please feel free to contact me directly.

Sincerely,



John Hewetson
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