Important information on our current delivery capacity

Dear EUROIMMUN customer,

If you are among those who have ordered the new Anti-SARS-CoV-2 ELISA from us and are still waiting for their delivery or have not been supplied with a sufficient number of tests, we would like to apologise for any inconvenience!

Moreover, we regret if we have created the impression in our advertising that the tests are available in a sufficient quantity. Some of our customers may have communicated this to their customers, raising expectations that now cannot be met.

Within a very short time, the requests for our Anti-SARS-CoV-2 ELISA have reached a level that nobody could have anticipated. All EUROIMMUN employees do their utmost to ensure that we produce at maximum efficiency and that our production capacity is continuously expanded.

For instance, we have implemented the following measures:
- Production of the required antigens at three different company sites and cooperation with external institutions (e.g., Fraunhofer Institute in Lübeck) for antigen production
- Working in shifts and at weekends
- Deployment of staff from currently less crucial departments at positions that are relevant for the production of the Anti-SARS-CoV-2 ELISA

Despite all these efforts we are momentarily unable to fulfil all orders completely. However, we expect that by further expanding our production capacities the situation will improve within a few weeks. It is our aim to increase production sufficiently by the end of April to be able to satisfy the worldwide demand. In the meantime, we thank you for your patience and understanding.

We would like to take this opportunity to stress the value of the antibody test. Especially because the coronavirus antibody test is not yet available in sufficient quantity, we think that it should be used in a targeted way and with maximal efficiency, e.g. at the earliest from day 10 after the onset of symptoms and only in system-relevant persons, such as medical professionals. For the diagnosis of acute SARS-CoV-2 infections, the PCR is the method of choice.

Different experts, for example Dr. Sven Peine, Director of the Institute for Transfusion Medicine at the Medical Center Hamburg-Eppendorf (UKE), advise against undirected broad antibody screening within the population outside of scientific studies, since the overall number of infections in Germany is still too low. With currently around 100,000 infected people (of whom not all have formed antibodies yet due to very recent infections), it can be estimated that clearly less than 1% of the German population will show a positive antibody status.
EUROIMMUN has taken further measures to reduce possible negative effects of the COVID-19 pandemic on our general delivery capacity to a minimum:

- We have increased our product stock and are continuously increasing it further in order to ensure delivery capacity for as long as possible in the unlikely but theoretically possible case of loss of production.
- We have also increased our stock of raw materials required for production weeks in advance. Furthermore, EUROIMMUN has come to agreements with suppliers to ensure the future supply with these raw materials. In such a situation, it is beneficial that that we have maintained fair and cooperative relationships with our suppliers for years. The aim of these cooperations has always been the reliable supply with top-quality materials.
- All relevant departments have been split into teams that work, as far as possible, at different times and separately. In this way, we minimise the risk of infection and still remain capable of acting even if someone in one of the teams becomes infected.
- Production and shipping are now working in shifts and at weekends in order to be as efficient as possible.

We are constantly in touch with our transport companies to make sure that, in case of problems, the deliveries will reach you on time. If some delivery routes can no longer be used, we will try to find suitable alternatives ASAP. Moreover, we speak to the logistic centre of our parent company PerkinElmer on a daily basis since we are also using their worldwide distribution network to deliver our products.

For the sake of completeness, we would like to point out that, although we produce most of the critical components ourselves, we also rely on external suppliers. Despite the reliability of all our partners, there may be delays even in confirmed deliveries due to the current situation.

**Further information and contact partners**

We are always happy to help you. In case of questions or problems, please contact your local sales person.

We would like to thank you for your patience in this unusual situation. We are all doing our best to make sure that life continues, at least partially, as normally as possible despite all the restrictions and difficulties. All the employees at EUROIMMUN AG are willing to go the extra mile to ensure that you can rely on us and our products at all times.

Take care and stay healthy!

Yours sincerely,

Dr. Wolfgang Schlumberger
CEO