20 March 2020

Response from Siemens Healthineers Laboratory Diagnostics to COVID-19 Crisis

Dear Valued Customers, Partners, and Industry Colleagues:

I am turning to you at a time that is extraordinary in every respect—both for you and for us. The spread of COVID-19 poses unique challenges for societies around the world. As a global medical technology company, we stand by you and our partners in the healthcare system and are supporting you with highly focused commitment in the fight against this pandemic. At the same time, we pursue innovative ways to deliver effective testing for COVID-19 patients as quickly as possible.

To that end, Siemens Healthineers is currently developing a molecular (real-time PCR) test for the detection of SARS-CoV-2, with an intended release in limited quantities during April 2020.* We are actively working with the World Health Organization (WHO) to obtain Emergency Use Assessment and Listing (EUAL) for our kit. The SARS-CoV-2 Assay* under development is designed to utilize the same workflow, including PCR profile, as existing Fast Track Diagnostics Respiratory Disease kits. Testing for SARS-CoV-2 is not the only need in managing COVID-19 patients. Fast, accurate screening and monitoring for the variety of health issues that may arise as part of COVID-19 disease management are also needed. Our diagnostics solutions are at your disposal to provide respiratory, infectious disease, sepsis, coagulation, hematology, blood gas, and other lab tests.

We have placed high priority to the continuity of our business. We are fully dedicated to providing you with determined support as we provide our products, solutions, and services.

Customer service, business continuity, and virtual work

In these challenging times, our technicians and service specialists will continue to be available for you on-site. In addition, our application specialists can support your medical personnel in the operation of medical devices in real time via remote services. Many customers in China have had positive experiences with these solutions.

Our customer-facing teams that provide on-site service and support at your laboratories are trained to keep everyone’s health as their priority. If you are scheduling service visits, please know that our teams are following government guidelines and customer protocols. At the same time, our remote monitoring capabilities on a global scale allow us to provide a variety of remote services to customers who have selected this option.

An important priority for us is the safety of our employees. Wherever possible, we have encouraged them to work at home, in part to provide more social distancing for those who must work at our sites, thus enhancing the safety of all employees. And we have also implemented very strong protective measures for all colleagues who work at your site or in our production facilities.

Our teams are fully prepared to conduct business-related engagements virtually while still delivering vital diagnostic solutions to you, striving for timeliness and quality. We are enforcing guidelines from the WHO and the U.S. Centers for Disease Control (CDC) to help prevent and slow the spread of this disease.

*This product is under development and not commercially available. Its future availability cannot be ensured.
Manufacturing and supply distribution of analyzers, reagents, and consumables

So far, our supply chains and production facilities have been resilient. Our global manufacturing footprint at Siemens Healthineers Laboratory Diagnostics includes plants in Germany, the United Kingdom, and the United States. All of our manufacturing sites have robust business continuity plans, which we continue to refine and will be ready to execute as needed. We are also giving priority to STAT or emergency tests—including cardiac, respiratory panels, infectious diseases, sepsis, coagulation, and blood gas assays—within our manufacturing and distribution operations.

To date, we have not experienced supply disruptions of raw materials as a result of COVID-19, and we have made safety stock provisions with a view to operating at planned levels. We are working closely with suppliers to identify potential risks in the early stages of the supply chain and assess and mitigate any impact. We will proactively engage with you if we foresee a likelihood of prolonged supply interruption. With current events rapidly evolving, Siemens Healthineers is monitoring the situation very closely and is prepared to respond appropriately.

Primarily unrelated to COVID-19, our distribution centers in the Americas (ADC) and Europe (EDC) have experienced issues with an ERP system upgrade that generated a backlog in our supply chain. We have addressed many of the root causes for the issues and expect to return to normal service levels by the end of next week.

Our aspiration to drive innovations forward so people live healthier and longer lives is more valid today than ever before. All of us at Siemens Healthineers are fully committed to supporting you and all our partners in the healthcare system to provide the best possible care for patients. Helping people has been the purpose of our company for over 120 years; it is still true today and will be in the future.

We value our relationship with you and the shared impact we can make and are committed to staying connected and responsive through this uncharted territory. If you have specific questions, please contact your Siemens Healthineers representative or visit our up-to-date COVID-19 website.

Stay healthy,

Deepak Nath, PhD
President
Siemens Healthineers Laboratory Diagnostics