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April, 2020/GC



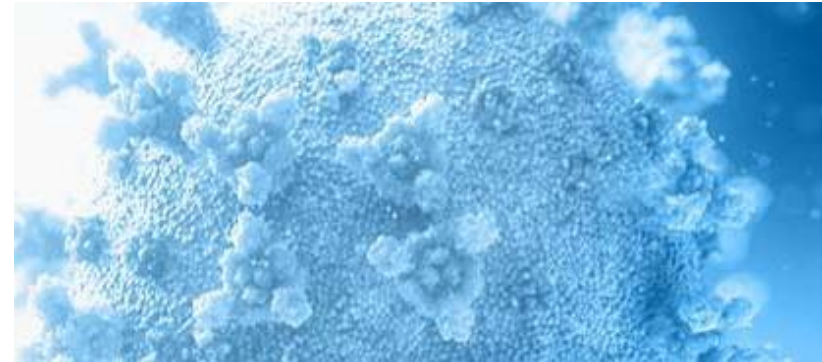
METTLER TOLEDO

Helping Our Customers Respond to the
Impact of COVID-19

METTLER TOLEDO

We support our customers every step of the way during challenging times

- At METTLER TOLEDO, we continue to serve our customers while keeping the health and well-being of our employees and customers a top priority
- We remain focused on the safety of our employees and continuous productivity through hygiene protocols, social distancing, protective gear, workforce segregation, split shifts, reorganizing workflows, and work from home protocols
- We strive for on time product delivery and benefit from an agile supply chain and global footprint
- Strong collaboration with supplying partners supports our needs for component supplies
- We gained insight from our China experience with COVID-19. We were one of the first companies resuming production in February 2020



We are committed to working with our customers to **Stay Safe, Stay Agile, Stay Engaged, and Stay Connected**

You can depend on us!



How we are supporting customers during the COVID-19 pandemic



Stay Safe

- Safeguard our employees worldwide
- Help keep customers safe
- Mitigate further viral spread



Stay Agile

- Protect customer interests
- Continuity of customer services
- Accelerated delivery of crucial products
- Continued on time delivery



Stay Engaged

- Remain fully responsive and flexible
- Leverage capabilities to support customers through all channels



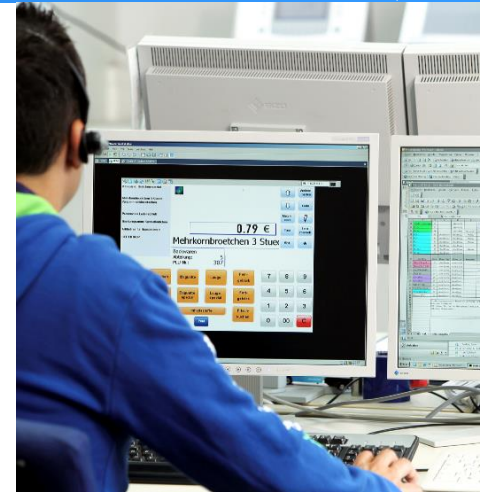
Stay Connected

- Expanded online support and tools for customer interaction
- Enhanced IT monitoring and data security measures



Well-being of our customers is our priority

- METTLER TOLEDO can support your business while maintaining social distancing
 - Field service engineers can help you via:
 - On-site services (after-hours or weekend visits available in many countries)
 - Remote service calls for software updates and troubleshooting
 - Depot facilities – ship in or drop-off and pick-up equipment for repair
 - Leverage digital support tools for customer training, questions, and application testing
- We follow customer safety procedures, train and educate our customer-facing teams, and, as necessary, equip technicians with comprehensive protective clothing, equipment and hygienic supplies



METTLER TOLEDO delivered pipette tips used in the first diagnostic automation testing systems sent to Wuhan, China



► **Contact your local METTLER TOLEDO representative for more information**



Continuity of services to our customers and availability of reliable products

- METTLER TOLEDO has government-allowed essential supplier status in most countries
- We proactively manage logistics
 - End-to-end supply chain risk mitigation and critical-order prioritization in logistics
 - Quick-ship programs to support timely delivery
 - Redundant product and spare part inventories in all regions
- Maintaining service schedules and offering remote diagnosis and support over the phone
- We strive for uninterrupted supply to customers and continued on time delivery
 - Expedited delivery of high quality solutions to life sciences and health care companies. Instrument loan to leading researchers (development, scale-up of vaccines)
 - Support food production as suppliers, manufacturers and retailers face increased consumer demands





METTLER TOLEDO is committed to supporting your important work

We are all in this together. Let us know how we can help!

► **Contact Us**



We offer new tools to support customer training and solution inquiries

- New videos released for product demonstrations, shared by sales reps

METTLER TOLEDO connects with

- Scientists working on COVID-19 vaccine development
- Our pharma customers producing pain killers, cough medicine, antibiotics, and agents for diagnostic kits
- Food companies making changes to their operations in response to increasing demands for packaged food
- Our grocery retailers who are facing unprecedented demand – as frontline, essential providers during this pandemic



Securing our digital infrastructure

METTLER TOLEDO:

- Implemented new digital tools rapidly to respond to customer needs
 - Quickly rolled out additional digital collaboration tools such as chat, video conferencing, and Voice over IP to support customer communications
- Expanded our help desk support for customers
- Increased network bandwidth and remote workplace capacity for increased collaboration with customers and co-workers
- Increased monitoring and security to help keep system, network, and data security at the level our customers expect



Self-Service Options

- Customer Portal
 - Place orders quickly and easily
 - Request access if you need it
- Online resources – available 24/7
 - Guides, brochures, videos, and webinars to deepen your knowledge
 - Please visit mt.com for details

We are all in this together.

Let us know how we can support you!

Stay Safe

Stay Agile

Stay Engaged

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METTLER TOLEDO

The logo graphic consists of a series of parallel, slightly curved lines that create a sense of depth and movement, resembling a stylized arrow or a path leading towards the text.