Dear Customer,

As a global life science business, we are committed to supplying our customers in all markets served and, as such, are actively monitoring our supply chain for potential impacts due to escalation in the outbreak of the Coronavirus disease (COVID-19) caused by the SARS-CoV-2 virus.

Merck has mobilised a global task force to actively evaluate the overall supply chain of both our products and key raw material suppliers to mitigate any potential supply disruption. As our China suppliers also begin to resume operations, we are in contact with them to review open purchase orders and assess our safety stock levels. We will then determine options for alternative sources. Identified impact on orders will be communicated directly to customers through our Commercial Services team. For more details, visit: SigmaAldrich.com/covid-19.

We are deploying all necessary resources and working alongside distribution partners and carriers to meet the urgent needs of our customers by supplying products supporting the detection of COVID-19, as well as products needed for the development of a vaccine.

Locally, Merck Pty Ltd (Australia) and Merck Ltd (New Zealand) have established a dedicated Crisis Planning Team to manage through COVID-19 with our top priorities being:

- ensuring employee safety
- customer focus and supply reliability
- business continuity

We’ve developed a 4 Tier Action Plan with each Tier having a plan behind to manage the situation as it evolves. The aim being to continue to ensure that our products reach those who are working so diligently to contain and, hopefully, find a treatment for this devastating virus. We continue to monitor the situation as it evolves around the world.

Given the dynamic nature of the situation, it is difficult to assess the longer-term impacts, given a number of factors; current inventories of raw materials, functionality of shipping channels, availability of alternative sources. We are continuously assessing all aspects to understand and mitigate potential supply chain risks. Our teams are working hard to meet your needs and to keep your operation going during this time.

Across the globe, as a responsible company, we are working collectively with customers in managing demands so that we can continue to fulfil critical orders for pertinent healthcare needs and for customers to continue their research work. We kindly ask you to provide fair estimates of what you might need during this period and urge you not to stockpile with inventory beyond what you will foreseeably require. Please feel free to contact our representatives about your specific requirements.

As things evolve, we’ll continue to provide you updated information.

Best regards,

Rebecca Lee
Managing Director, Australia & New Zealand
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