

## Customer Information

Solothurn, 7. January 2022

---

### NOTICE OF POTENTIAL DELAY

To our valued customer,

Infotech would like to thank you for the ongoing support throughout 2021 and hopes to continue a fruitful relationship in the years to come. We are facing a truly unprecedented situation. The global coronavirus pandemic is affecting all of us, our families, our businesses, and our common way of life.

For the past 18 months, Infotech was affected quite hard, but was able to re-organize its processes and to manage the different situations and new regulations issued by the Swiss government in an effective manner. By optimizing where we have influence and with the resilience and flexibility of our employees, we have stayed focused and fulfilled our commitments to our customers on time. Up to now this was possible as we had to manage the local pandemic consequences only. Infotech reacted early enough and maintained a very large stock of parts which helped to bypass the serious shortages in global supplies of parts and materials.

Unfortunately, Infotech is now being more seriously affected. The new Covid-19 situation in Switzerland together with the worldwide supply chain problems in combination with the worldwide increased business activities, is affecting all our project schedules.

Our local parts suppliers are now affected as well with the new Corona situation which results with delayed part deliveries of already confirmed delivery times. Even worse is the situation with the accuracy of confirmed deliveries from global standard product suppliers. Parts with confirmed delivery dates are being delayed by stretching the delivery date, parts with confirmed delivery dates are not delivered as confirmed or parts with confirmed delivery dates, are getting delivered in less quantities than ordered which all results in material shortages. Order confirmations from some global suppliers today are useless tomorrow.

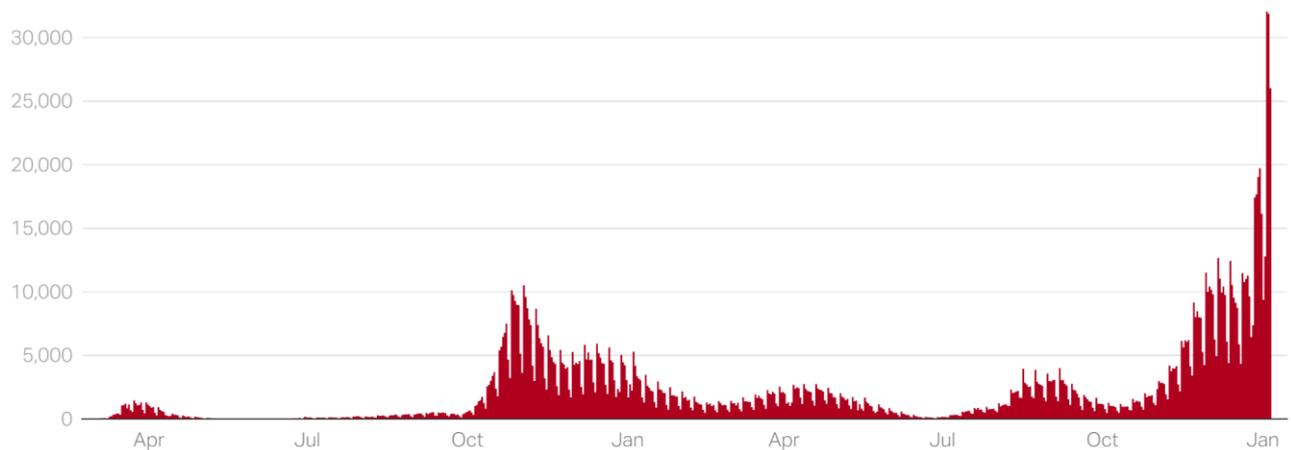
Switzerland is currently undergoing a fifth wave of the pandemic, with the number of new daily coronavirus infections reaching unprecedented highs: 28,038 new cases reported on January 7 for the previous 24-hour period. Also at Infotech this week several employees were tested positive and others are forced to stay in quarantine. "The spread of Omicron continues to advance rapidly," said Patrick Mathys of the Federal Office of Public Health on January 4. Some 61% of the new cases are the new Omicron variant. Switzerland continues to have one of the highest infection rates in Europe.

---

#### INFOTECH AG

Vogelherdstrasse 4, CH-4500 Solothurn, Switzerland  
Tel. +41 32 626 36 60, Fax +41 32 626 36 69, Info@infotech-automation.com  
www.infotech-automation.com

## New daily infections in Switzerland



*Note: The figures are automatically compiled by the cantons and may differ from those of the FOPH. The current figures are constantly updated. Figures from previous days may be corrected retroactively.*

Chart: jg, SRF Data • Source: [FOPH](#) • [Get the data](#)

**SWI** swissinfo.ch

New restrictions have been introduced in Switzerland as cases soar and pressure grows on hospitals amid the spread of the Omicron variant. These restrictions will reduce our performance and will have an impact of our productivity.

With this situation the project schedules established in December 2021 are already invalid and need to be corrected. We have deeply analyzed the material and personnel situation together with our active projects and have put corrective action processes in place.

We will diligently seek to minimize to the best of our ability, the effects of these delays on our work and we want to apologize for any inconvenience this may cause because of delays affecting the shipment of your orders.

We appreciate your understanding and wish you all the best for 2022.

Best regards

Infotech AG

Ernest Fischer

CEO

---

**INFOTECH AG**

Vogelherdstrasse 4, CH-4500 Solothurn, Switzerland  
Tel. +41 32 626 36 60, Fax +41 32 626 36 69, [Info@infotech-automation.com](mailto:Info@infotech-automation.com)  
[www.infotech-automation.com](http://www.infotech-automation.com)