

May 12th, 2020

Subject: Qualicaps Europe business activities during State of Alarm/ Emergency – update

Dear partners,

As Europe begins the process of gradual reopening, we at Qualicaps are proud to say that our business activities with customers, suppliers and partners have remained steady throughout the coronavirus crisis to date. This applies not only to the reception of raw materials and the production, control and delivery of finished capsule goods, but also to the many ongoing developments we have in the pipeline both for customizing our capsules for specific prescription or generic drug product formulations and for extending our own capsule product portfolio.

This is an achievement that we attribute to the commitment and implication of our employees, not only those that brave coming into the site every day and respectfully observe strict safety measures, but also those that are diligently connected from home, many of whom also balance their work with child care and education. It is thanks to each of these employees that Qualicaps has been able to support our pharmaceutical customers in their essential activity of supplying medicines for and during this public health crisis.

I should note that there is only one service Qualicaps offers that we have been limited in providing during the crisis, which is that of our Technical Services team. They are our technical experts who have a wealth of knowledge in the leading capsule filling machines and who often accompany our customers on their production floor to ensure smooth running of capsule filling operations and maximizing yields. At the time, due to travel restrictions, they are not able to physically visit customers, but are still available for “virtual visits”, as well as troubleshooting efforts and recommendations. Please do not hesitate to contact your Account Director or Technical Services engineer should you require their services at any time now or in the near future.

Once again, wishing you all the best for your health and well-being.

Sincerely,



Javier Santamaría
President, Qualicaps Europe, S.A.U.