



19 September 2024

Johnson Matthey organisational changes

Dear valued customer,

This letter is to inform you of an important organisational change regarding Johnson Matthey's (JM) operations in Switzerland. As a part of a recent business review, we have made the difficult decision to close our office in Switzerland and cease local operations to align with our new priorities.

This restructure will see operations transferred to JM Royston, UK where you will continue to receive the same high level of support and service. We also fully recognise the importance of having local representation. As such, members of our external regional sales team in Switzerland will continue to operate remotely and very much remain a part of the team to support your needs. Over the coming weeks we will work closely with you to make sure this transition is as smooth as possible.

While there may be adjustments to the workstreams supporting your account, I would like to assure you that these changes will not impact the services or the quality of customer care you receive. Your business is important to us and our team remains dedicated to supporting you during and beyond this transition period. All ongoing orders will continue to be processed as usual and will be delivered as agreed.

To maintain the high level of service and quality you expect, we may need to introduce adjustments, including changes to minimum charges, where necessary. Any associated changes will be communicated clearly to you and with sufficient notice to ensure a smooth transition.

Your regular sales representative will stay in close contact with you as we implement these important changes. Please reach out to them directly should you have further questions or need assistance.

Best Regards

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