



We handle Business Continuity Management. Since 120 years.

Customer information about our
established Continuity Management.

Risks are part of the entrepreneurial activity

Every business is exposed to risks by nature. The potential dangers have increased in our networked world, they often do not occur in isolation, and they have become more unpredictable. The hazards are more complex and their effects on the activity more difficult to assess.

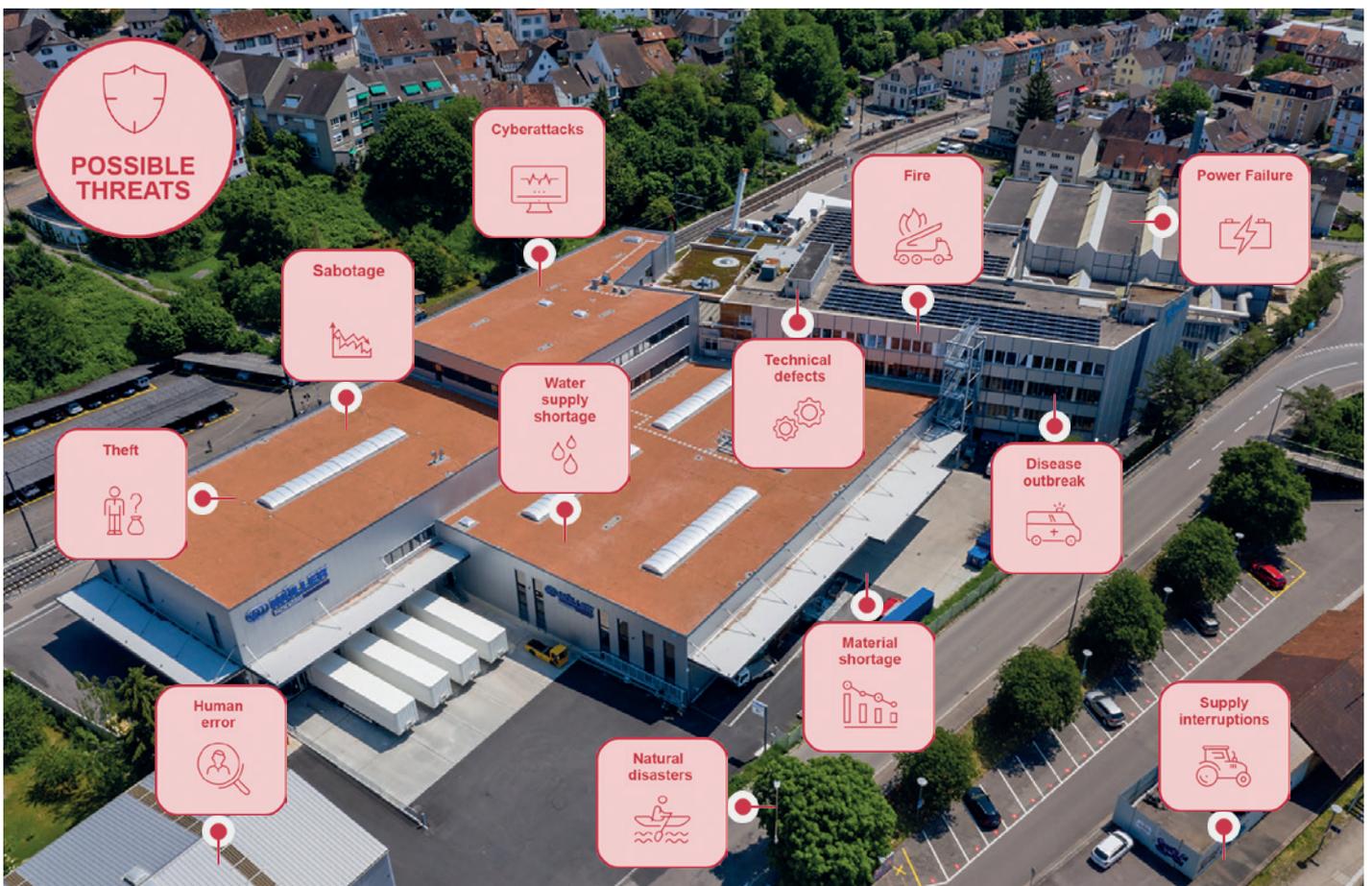
Müller Packaging customers are increasingly and rightly asking us if we monitor our risks, how we assess them and how we counter the risks to be able to guarantee at any time, among others, the agreed quality and delivery deadlines.

The "Allianz Risk Barometer" analyses every year the most important business risks all over the world. About 2,500 experts from more than 80 countries have taken part in the latest survey. Business interruptions or cyber events are still the most mentioned business risks.

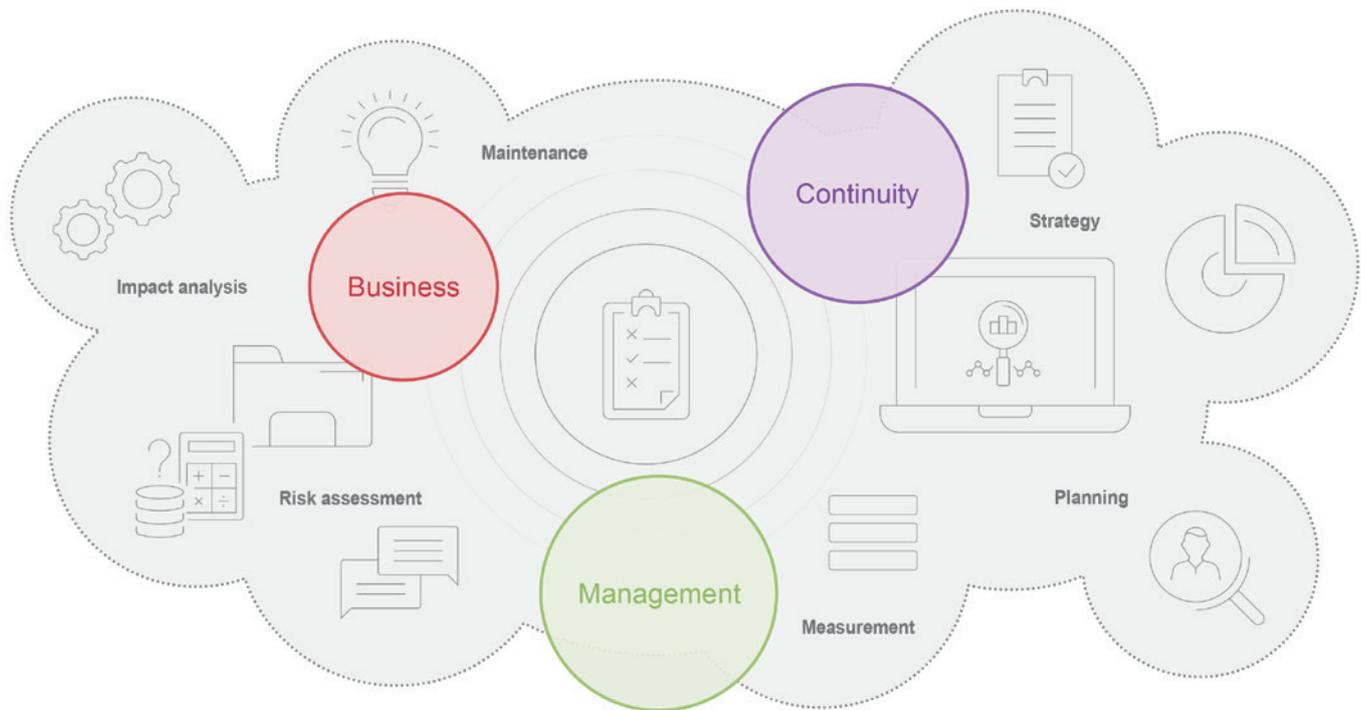
But also legal changes in the economic environment are sources of concern for the companies. These uncertainties, caused by commercial wars, customs or economic sanctions, rank in position three in this study, on a par with the fear of natural disasters. Concern about a shortage of skilled workers and damage to the reputation newly appeared in the top ten.

Müller Packaging is a systematically relevant factory

The Covid-19 pandemic has impressively demonstrated in 2020 that risks can also appear from nowhere and impede the economy. By the way: the Federal Office for National Economic Supply FONES (in the Federal Department of Economy Affairs, Education and Research EAER) attested in March 2020 that Müller Packaging is a systematically relevant factory "for the supply of the country with essential goods". Having this status, Müller Packaging must be especially prepared for all eventualities to be able to uphold production at any time.



Müller Packaging is solidly prepared



Thanks to an established risk management, Müller Packaging can address potential risks pragmatically and very calmly. The risk potentials at the Münchenstein and Reiden sites have been identified. An appropriate Continuity Management including contingency plans and strategies to ensure the economic continuation of the company in the event of a crisis is firmly anchored in the operating procedures.

Unlike the risk management, which addresses prevention, the Continuity Management regulates the procedures in case of damage. It describes how Müller Packaging copes with an event.

Müller Packaging has delved deeply into "What would happen if" questions:

- What would happen if a major fire breaks out in a production hall?
- What would happen if equipment important for production breaks down?
- What would happen if a pandemic hits most of the employees?

These questions allowed Müller Packaging to identify its processes, functions and interdependences in order to determine the significance of single processes for the entire system and assess the effects of failures and the restart times.

Subsequently, the questions have been answered: "Then we will do this..." These answers have been formulated in scenarios and various options have been outlined, discussed in depth and written down.

An overview of the most important measures to deal with possible events follows on the next page.

However, working at the Continuity Management always reminds us that regardless of how well-prepared we are, residual risks and the occurrence of new hazards will always belong to everyday business. But, whatever will come along, Müller Packaging has proven in the last 120 years that it always has the answer for challenging situations and that it has the resources to remain able to act.

Insights into our Continuity Planning



Müller Packaging classifies risks in three categories according to seriousness and probability of occurrence.

Category ONE: Short interruptions

Damages are compensated by normal operation

Category TWO: Extraordinary interruptions

Our Contingency Management applies for damage limitation and elimination

Damage scenario I

An important production unit, a complete production line fails

Action(s) in the continuity plan

- Supply-critical spare parts on stock
- 24/7 service available
- Switch to backup units
- Switch to another production line or to external production

Damage scenario II

IT system as a whole or IT subsystem fails

Action(s) in the continuity plan

- IT backup system: redundant computer centre with real-time data mirroring
- IT contingency plan established

Damage scenario III

Railway line, road or inland waterway unusable

Action(s) in the continuity plan

- Avoid the concerned traffic junctions
- Switch to other transport modes

Damage scenario IV

Failure of energy sources due to fire or flooding

Action(s) in the continuity plan

- Switch to other own production buildings
- Switch to production buildings of Müller sister companies
- Switch to external manufacturers (cooperation arrangements)

Damage scenario V

Absence of key persons or of a larger group of employees

Action(s) in the continuity plan

- Recourse to temporary workers
- Use of resources of other production sites
- Use of employees from Müller sister companies
- Targeted integration of supplier or customer know-how

Damage scenario VI

Shortage in raw material supply

Action(s) in the continuity plan

- Prudent raw material planning
- Internal safety stock of the most important raw materials
- Stable partnerships with key suppliers including guaranteed contract and supply arrangements

Category THREE: Extraordinary interruptions with rather low probability of occurrence

Our Müller Group-wide Contingency Management applies for damage limitation and elimination

Damage scenario VII

Failure of a complete production site

Action(s) in the continuity plan

- Recourse to a parallel structure in other production sites
- Use of resources within the Müller Group, including joint venture in India
- Switch to external manufacturers (cooperation arrangements)
- Limitation of the range of products

Damage scenario VIII

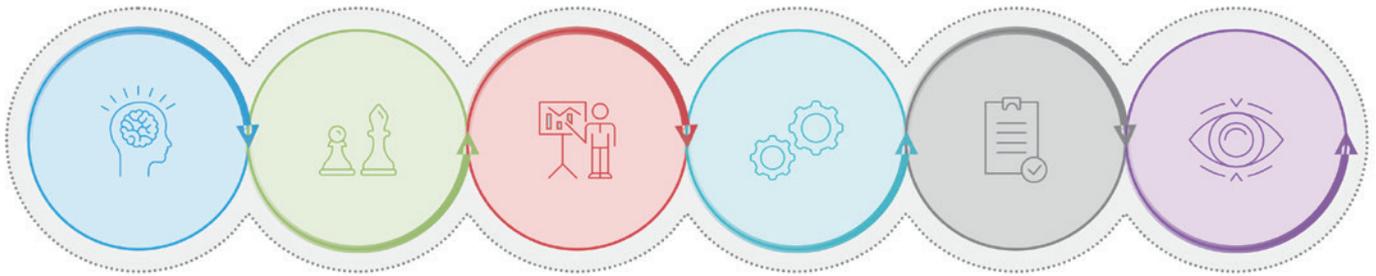
Large-scale failure of an economic region, up to an international crisis

Action(s) in the continuity plan

- Measures in consultation with the intervention bodies
- Individual arrangements with the customers, who are probably affected in a similar way

Categories covered by the Continuity Management.

Continuity Management as a permanent management task



Müller Packaging is actively living the idea of the Continuity Management. This six-stage process includes a proven process model.

The single process steps are reassessed, respectively carried out regularly. This way, new findings are constantly included in Müller Packaging's Continuity Management.

Partnership working for all cases

Our customers and market partners are also reflecting on their contingency scenarios and developing their own continuity plans. Therefore, the close dialogue with them is of utmost importance throughout the entire Continuity Management. A mutual coordination of the developed measures thus makes sense.



- Raise awareness for the Continuity Management throughout the whole company.
- Live the Continuity Management process in the daily management life.
- Analysis of the risks and effects on the Münchenstein and Reiden factories.



- Strategic planning and operational implementation of the Continuity Management.



- Development of the continuity plans.
- Critical review of the described measures with regard to feasibility / realisability.



- Establishing the instruments of the Continuity Management.
- Internal information and training actions on the Continuity Management.



- Testing / simulation of contingencies in order to raise the internal awareness and check the defined procedures.



- Monitoring and maintenance of the Continuity Management is a matter for the management. We are very aware of the significance of this task.

Important for customers and market partners to know: for confidentiality reasons, we never pass on customer-specific continuity strategies and plans to third parties.

Müller Packaging is your trustful partner for UN-approved hazardous goods packaging. Also in times of crisis.

Müller Group.

From Packaging to Processing.



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