

# PANORAMA NEWS

SUMMER 2022 N°82 QUARTERLY NEWS SHEET

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- PanoramaNews meets Roberto Crippa: what is the situation in Tecniplast during the Russian/Ukraine war?
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## **"HAPPY FISH MAKE FOR HAPPY RESEARCH!"**

**Alba Aparicio Fernandez, Facility Manager, was involved in the Aquatic facility project at Biozentrum Centre in Basel**



As a facility manager in Alex Schier Laboratory at the Biozentrum, the role of Aparicio Fernandez was to ensure the wellbeing of the animals so the research could take place. She was involved in the project to define the goals as a fish facility and to supervise that

those goals and requirements were achieved.

### **Can you tell us more about the new project in the Biozentrum Aquatic Facility?**

We are a big lab with lots of different projects, but our two main research activities focus on developmental biology and behaviour. We have a well established zebrafish colony and we've recently introduced cichlid species from Lake Tanganyika (Africa). The idea of the project was born from the necessity of creating a fish facility in a new research building that could accomplish the expectations and requirements of a very dynamic and groundbreaking laboratory.

**Important for us was the capacity to house different species, the maximization and intelligent use of the space, a reliable emergency system, and the standardization and refinement of the different**

**husbandry elements to create an ideal environment for both fish and research.**

### **What were your initial impressions with the Tecniplast CLS system compared to other systems you have worked with?**

I've worked with several systems in the past, **and what I like best from Tecniplast is the capacity to maintain a healthy stable environment for the fish that is constantly measured and controlled in real time.**

In the research field you want to have stable conditions to optimize your results, and our systems are always alert to ensure that for us.

**Another great feature is how user friendly and intuitive Tecniplast systems are;** from basic things like taking tanks in or out of the system, up to technical procedures like replacing a mechanical filter.

We want our fish to be healthy, productive and happy, because **happy fish make for happy research!**

Therefore, **for us it is very important to have a reliable system that maintains a good environment for our fish.**

Tecniplast has great features to help with this: robot feeders, automatic dosing tanks, self-filling reservoirs, remote access...

**What about training and technical support, how important is user training when you first started working with the equipment; also can you comment on the importance of ongoing training?**

User training and ongoing training is fundamental and it should be mutual. I had experience with fish systems before, but nevertheless, I benefited from the training Tecniplast technicians offered me when we started running our new facility. In the same way, Tecniplast experts were open to ideas and willing to help based on our requirements.

**What about access to local technical support?**

Monitoring and emergency systems are critical. You have to assume that complications will occur, that's inevitable. What you can do, is to make sure that you will be able to detect a possible problem as soon as it arises so you can, therefore, **minimize the consequences and resolve it before it affects your fish and research.**



**What recommendations do you have for other institutes embarking on a similar project?**

Think thoroughly on what your needs and goals are, define your objectives, talk and listen to everybody (researchers, techs, users, experts...), be open minded and willing to learn. And good luck!

**TOMMASO SALA**  
**INTERNATIONAL SALES AREA MANAGER**  
**AQUATIC SOLUTIONS**  
**TECNIPLAST S.P.A.**



TO KNOW MORE ABOUT THE PROJECT, WATCH THE VIDEO:



# PANORAMANNEWS MEETS ROBERTO CRIPPA: WHAT IS THE SITUATION IN TECNIPLAST DURING THE RUSSIAN/UKRAINE WAR?

Roberto Crippa, Corporate Supply Chain Director in Tecniplast and IWT, tells us about the recent situation of war, reassuring our customers



As a Company at the service of Life Science industry, Tecniplast's ultimate mission has always been that of improving the quality of life; at the same time, we are staunch advocates of peace, and we are therefore hoping to see a peaceful resolution to the present crisis in Ukraine.

Businesswise, we can state that our capability to provide equipment and services to customers remains unchanged, as the current situation in Ukraine is not affecting either the Tecniplast Group activities or our Supply Chain, since we have no operational footprint in Russia and minimal trading exposure.

## In addition to the above, can you summarize our supply chain situation?

None of our suppliers and/or Subcontractors are based in Russia and/or in Ukraine.

**The present situation of war in these 2 countries does not create any direct problem to our supply chain**, because we do not have incoming material flows from these countries.

Of course, the ongoing war adds additional issues to the global business eco-system, but we already took risk mitigations actions while countering the worldwide materials shortage. Ongoing actions can cover indirect issues coming from the Russo-Ukrainian war as well.

## Can you tell us more about the Energy situation?

If significant interruptions in the European Energy Market (natural gas and oil) occur this will have only a moderate impact on us, because **we do not use natural gas as an**

**input for our manufacturing processes** and our supply chain is not energy dependent in a remarkable way. We could experience some backfire on power supply costs, as its prices are linked to gas quotations.

## How would you define Tecniplast Group situation?

So, as an overall picture, we believe the current situation will have only a limited impact on productivity and delivery continuity.

## What do you think has been the added value in terms of management decisions to reach this situation?

I would underline that for several years now, Tecniplast has put in place **a strong and holistic Enterprise Risk Management approach** aiming at thoroughly and systematically reviewing business disruptions/continuity risks. Multiple sourcing, strategic materials hedging, Sales & Operations Planning as a risk management tool are just few examples of a way of acting that allowed the company not to suffer production stoppage/slow down during the SARS-COV2 Pandemics, or in the still ongoing global materials shortage of raw materials and components.

**Thank you, Roberto, in this situation of war it is important to reassure our customers about our management decisions and supply chain situation, considering that the human impact of this conflict is already devastating.**

**LEOPOLDO ZAUNER**  
**CORPORATE MARKETING &**  
**COMMUNICATION DIRECTOR**  
**TECNIPLAST S.P.A.**

# ADVANTAGES OF VIRTUAL MEETINGS: A GOOD TESTIMONIAL FROM GV-SOLAS

Tecniplast Germany, as well, organized a live session with more than 400 logged participants, that is a great success!



**Dr. Bettina Kraenzlin**, GV-SOLAS President organized as GV-SOLAS Conference President in 2021 the most important national event in the field of laboratory animal science in a virtual format.

## **Dear Dr. Kraenzlin, can you tell us a bit about expectations and results of this special GV-SOLAS meeting?**

We at the GV-SOLAS 2021 board hesitated to turn the face-to-face meeting into a virtual one for a long time. However, due to the uncertain pandemic situation, we had to decide in favour of the virtual format and, to be honest, we did not regret it. **One big advantage of virtual is that the participants can simultaneously attend presentations**, since there was a total of 2.5 weeks to view the conference content. **Thus the viewer can watch more presentations than at a 2.5-day face-to-face conference and can also scroll back and forth through recorded presentations to probably better understand the content.**

We provided 5 parallel sessions over 2 days with a very broad range of topics. We organized a total of 105 presentations in the GV-SOLAS and IGTP sessions as well as 9 workshops and roundtables. One third of the presentations and also of the workshops were in English. Especially for the English-speaking participants it was an advantage to pick out the appropriate lectures in English at their leisure. **Many participants told us that to them all that was very effective and also relaxing.**

## **During the virtual sessions you and your team presented a very nice movie, giving a unique insight into your vivarium at the University Hospital of Mannheim. Can you please tell us a bit about your vivarium size, your organization and the equipment you are using for animal housing, logistics and cage cleaning?**

Our institute is a Core Facility of the Mannheim Medical Faculty and offers all researchers the opportunity of carrying out experimental animal science projects. We can keep rodents, rabbits and fish in three separate animal houses.

2/3 of the mice and rats are kept in IVC cages and 1/3 in open cages in the Experimental Unit. DoubleDecker IVC cages are used for rat breeding. Both the rats and their caretakers like that cage type because of its many advantages. Rabbits are kept in groups on the floor and only in special cases in cages. We also provide laboratory space and a broad range of equipment. Training in various laboratory animal science techniques can be offered. We also have an embryo transfer lab, a histology and a clinical chemistry laboratory for the determination of plasma and urine samples from small rodents. Each of our three animal facilities has its own cage cleaning area, which are equipped with bedding stations, rack washers, semi-automatic bottle washing lines and autoclaves. This separation is necessary for logistical reasons, but also has hygienic advantages!

## **During the official opening of the virtual GV-SOLAS meeting, Tecniplast Germany organized a live session where we had more than 400 logged participants. Do you see benefits in virtual meetings also in future or can't you wait - as many people - to meet again live at the conference or something in between?**

I mentioned earlier that there are certainly advantages to virtual meetings. But of course, **a virtual cannot create the atmosphere of a face-to-face conference and all its unique details**, such as meeting friends and colleagues, the conversations "in the corridor", the informal exchange of experiences while having a cup of coffee or a glass of wine, the "hands on products" at the industrial exhibition and, last but not least, the impressions of the venue, the flair of the city. **We tried to make at least a little informal communication possible at the virtual get-together and in the "Meet & Talk" break discussions.** Many participants took advantage of this and appeared there as "Avatars", but of course it is much nicer to meet live! I firmly expect that this will be possible again at the next GV-SOLAS meeting in 2023!



**GV-SOLAS**

Gesellschaft für Versuchstierkunde  
Society for Laboratory Animal Science

**Tecniplast Germany supported the scientific program with 4 interesting lectures. Can you evaluate the quality of them in terms of contents and communication efficiency? Do you have suggestions for Tecniplast Germany for future similar initiatives?**

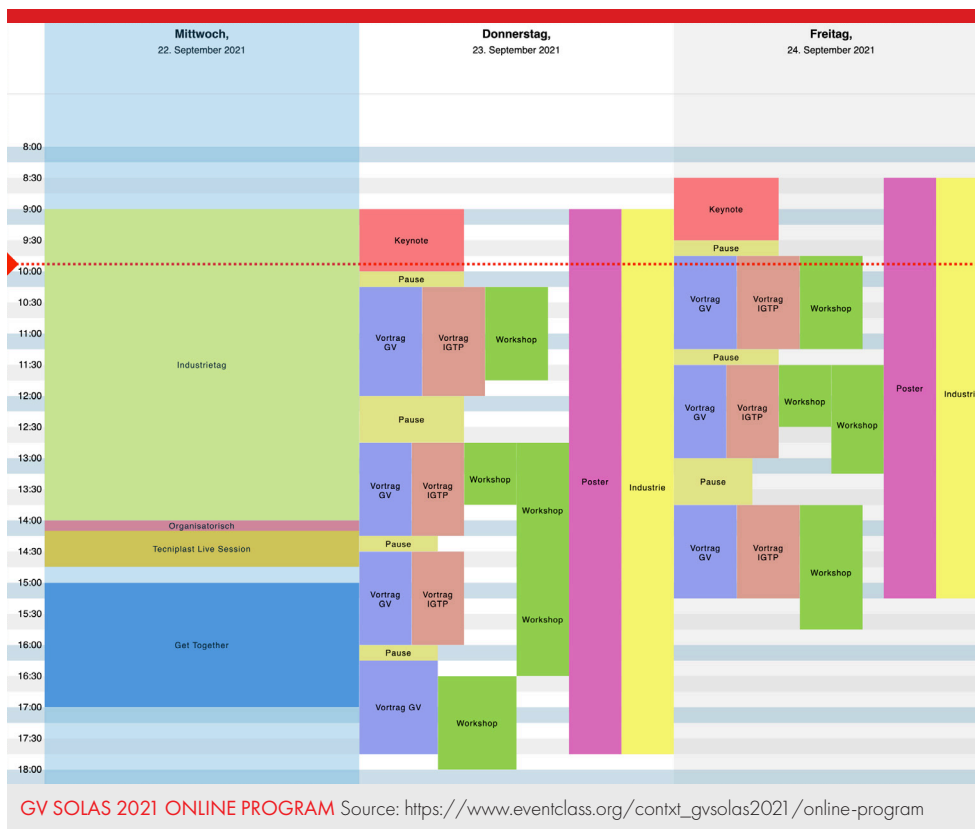
Tecniplast Germany's lectures about automatic data monitoring and the digital future in laboratory animal husbandry were forward-looking and are certainly currently discussed in many animal labs. Lab Animal Facility Managers must be kept up to date in order to make the right decisions when replacing large-scale equipment or equipping new buildings. One presentation explained how to make cage cleaning sustainable. Another one informed participants about news from the AK KAB working group.

**The most successful Tecniplast virtual lecture was on DVC®, the automated data monitoring in vivariums. There was a high level of attention from both Lab Animal Facility managers and PIs. Can you tell us where you see the automated data monitoring in vivariums in 10 years from now and what benefits can be expected for LAF managers, animals and society?**

I think that automated collection of activity data of laboratory animals in cages is of great value, because **it provides us with reliable, statistically valid data on the well-being of the animals.** It on one hand makes it in an ideal way possible for the lab animal facility management to control and standardise husbandry conditions and to improve these in the interest of the lab animals. On the other hand,

these data can also support the experiments. **Experimental conditions can be checked and standardized.** Animal's stress and pain can be recognised better than by selective observations and unusual experimental results might be explained.

Unfortunately, I cannot predict to what extent the DVC® system will be established in 10 years, but the future of lab animal husbandry is certainly unthinkable without automated data collection.



It pays off that Tecniplast has been active in the AK KAB for many years, providing the chairman and passing on current information. For the first time at this conference, we dedicated a separate session to the topic "environmental protection and sustainability in laboratory animal facilities". I think that in the future we will have to focus much more on this than we did in the past. Personally I also see a lot of catching up for our house and therefore consider this topic to be particularly necessary and valuable in the future!

**FLORIAN KELLNER-FENDT**  
**MANAGING DIRECTOR**  
**TECNIPLAST GERMANY**

# TECNIPLAST DIGITAL COMMUNICATION: NEW TREND IN USA!

**Dear Massimo, again TUSA is the leader in digital communication: can you briefly explain this new idea to our readers?**

A critical mission for a company is to stay up-to-date and on top of emerging technologies. This is true not only in terms of product development, but also in the way we communicate to our clients. QR code technology is surely not super new, but during the global pandemic, scanning QR codes has been widely adopted.

This is the backbone of our idea; **Why don't we leverage on the familiarity with QR codes to provide our clients (present and future) with a broader perspective of what Tecniplast offers?**

Starting from April 2022, at the end of each quote, there will be a related product feature which will include one or more QR codes, that when scanned will re-direct the user to dedicated flyers presenting products people may be interested in.

**Can you summarize the added value for our customers in this more complete value proposition?**

The immediate value for the customers is **the quick accessibility to more information about products that may complement what is included in the quotation.** Over the years, Tecniplast has expanded its portfolio quite broadly, and we understand it is not always easy to remember all that we have to offer. These flyers, which are linked to the QR codes, could be a quick reference point to generate new ideas, but most importantly show how small accessories and additional options to the main system could help optimize the functionality and the performance of the Tecniplast system. All of this can be done anywhere at any time.

**How do you see the integration of this new option in TUSA digital marketing?**

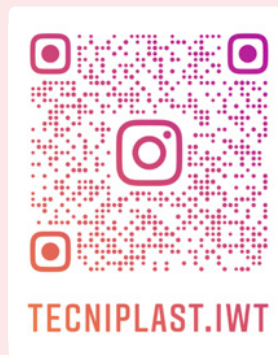
The beauty of digital marketing is **the direct exposure to metrics** and thus **a better indication to what truly interests the community.** The lack of direct feedback has



always been a limiting factor for traditional marketing activities, but now we will be able to see what clients prefer and what they don't like. **At TUSA, we are really convinced that having direct discussions with our clients is the best way to serve the industry and to constantly evolve our offerings.**

**Where do you see the Digitalization of marketing activities in 5 years from now?**

**I'd like to see digital technology applied to marketing and being able to provide the exact information our clients need at the right time,** in the format and shape that works best for them. I truly believe digital technology can lead us to personalized marketing... Digital technology will help everyone's individual exposure to information in the way they like to receive it. We are committed to broadening our communication channels to make sure we are present in the format that our customers prefer. **Check us out on our social media channels!**



**SILVIA DALLA COSTA**  
**COMMUNICATION & EVENTS MANAGER**  
**TECNIPLAST S.P.A.**

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