



Status: March 19, 2020

Dear Customer:

As a global life science business, we are committed to supplying our customers in all markets served and, as such, are actively monitoring our supply chain for potential impacts due to escalation in the outbreak of the Coronavirus disease (COVID-19) caused by the SARS-CoV-2 virus.

Our teams are experienced with adapting to changing conditions and have developed business continuity plans to serve the needs of customers. For an update on our approach and actions please see the following statements and FAQs.

Current Operations

As the Coronavirus disease (COVID-19) affects nearly all regions around the world, we continue to monitor the situation closely, establishing protocols and guidelines to minimize the impact whenever possible to our employees, our sites and our supply. We are following guidance outlined by the WHO, CDC and governments of impacted countries, many of which have now made additional hygiene and safety recommendations and introduced required social distancing measures.

Our Global manufacturing sites are all operating and each of our sites are actively managing business continuity plans with pandemic situational scenarios. Our pandemic situational scenarios include updated regimented cleaning schedules that strive to avoid disruptions and serve as a precautionary measure for ensuring our operations remain intact for the long term.

In addition, we have implemented a regular cadence of communication, tested our notification systems and have updated trainings and protocols to further educate our employees on important topics such as hygiene and self-reporting any symptoms. Employees that can work from home are doing so and for those employees who continue to develop, manufacture, package and ship products, or provide services at our sites, we are implementing workplace distancing precautions and staggered shifts.

We are requesting that most external visits and audits of customers and suppliers at our sites be postponed or redirected towards virtual meeting options.



Our Approach for Managing Supply Chain Risk

Our global COVID-19 Task Force continues to actively evaluate the overall supply chain of both our products and raw material suppliers to mitigate any potential supply disruption. This cross-functional team structure has helped us to be agile and informed, as the situation continues to evolve.

We are increasing stock of products sourced and activating our validated secondary suppliers in accordance with our quality procedures where necessary. We have not experienced any significant disruption to the availability of our products to date. We continue to monitor our raw materials supply and any identified impact on orders will be communicated directly to customers through our Commercial Services team.

Regional Updates

We have dedicated import and export teams to support activities associated with exportation and importation activities to minimize disruptions.

Freight trade lanes continue to recover in China and other APAC countries, and we are continuing to replenish safety stock in these regions.

As countries are closing borders in Europe to reduce the spread of the virus, we are working with all local governments to continue manufacturing, packaging and shipping our products during the implemented restrictions. Transportation of our goods are still allowed throughout Europe at this time.

The US put restrictions on all passenger flights from Europe, while this does not prevent cargo shipments, it does limit the available space since many passenger flights also carried cargo. We are monitoring backlog closely and are doing all that we can to prevent disruption by looking into available trade lanes.

Globally, we are implementing redundant inventory in our distribution centers and reviewing warehouse strategies to accommodate for potential locally enforced measures.

Travel & Meetings

For our employee's safety and wellbeing, and in alignment with current authoritative guidance, we are restricting travel especially in the most affected countries and asking our employees to postpone visits to your sites. Employees are prepared and encouraged to be working from home when possible and we are leveraging virtual meeting technology to continue collaborating with the scientific community.

Our Contributions

We manufacture more than 300,000 products focused on scientific discovery, biomanufacturing and testing services globally. We are deploying all necessary resources and working alongside distribution partners and carriers to meet the urgent needs of our customers by supplying products supporting the detection of COVID-19, as well as products needed for the accelerated development of vaccines and therapeutics. To date, our parent company, Merck KGaA, Darmstadt, Germany, has donated cash and goods to support

medical aid and frontline healthcare workers, as well as some products to local institutions and in-vitro diagnostic manufacturers in China.

We thank you for your contributions to the collective work of slowing and containing the spread of the virus and admire your dedication to our shared objectives to continue advancing science during this time. We will continue to update you as this situation evolves.

Q&A

How are we supporting customers during this time?

As a global life science business, we are committed to supplying our customers in all markets served and, as such, are actively monitoring our supply chain for potential impacts due to escalation in the outbreak of the Coronavirus disease (COVID-19) caused by the SARS-CoV-2 virus.

We continue to leverage our business continuity plans which include risk mitigation activities across our sites. These measures include increasing safety stock of products and activating our validated secondary suppliers in accordance with our quality procedures. Our global sites have relevant and approved preparedness plans and are empowered to act per their local scenarios, as necessary.

Additionally, we are deploying all necessary resources and working alongside distribution partners and carriers to meet the urgent needs of our customers working on the virus by supplying products supporting the detection of COVID-19, as well as products for the development of a vaccine.

Are you working with local governments to maintain continuity?

Yes, we are working with all local government regarding the continued manufacturing, packaging and shipment of our products during implemented measures.

Are you still hosting customer visits or audits at your sites?

In efforts to reduce potential disruption at our sites we are requesting that most external visits and audits of customers and suppliers at our sites be postponed or redirected towards virtual meeting options. As an additional precautionary measure, we are asking any visitors to our sites to answer a few screening questions.

Are you prepared to supply customers in China as they resume operations?

Yes, we are working to replenish safety stock in China and other Asia countries as freight transportation is beginning to recover.

Are any of your manufacturing sites impacted by COVID-19?

At this time, we have no impact to manufacturing as a result of COVID-19.

How will you communicate impacts to sites?

We are following pandemic scenario plans at the site level and taking actions as local conditions warrant. Significant events that impact site operations will be communicated through our web sites.

How are you monitoring the impact of the logistics restrictions of key suppliers?

We are in contact with our suppliers to review open purchase orders and assess safety stock levels. We have determined options for alternative sources, if required. Any changes or impact on orders will be communicated directly to customers through our Commercial Services team.

What impact are you experiencing on the transportation of materials?

As countries are closing borders in Europe to reduce the spread of the virus, we are working with all local governments to continue manufacturing, packaging and shipping our products during the implemented restrictions. Transportation of our goods are still allowed in Europe at this time.

The United States government has put restrictions on air flights from Europe to the U.S., but there are no restrictions on transportation of goods. We are monitoring backlog closely, and are doing all that we can to prevent disruption by looking into available trade lanes.

Globally, we are implementing redundant inventory in our distribution centers and reviewing warehouse strategies in order to remain agile with our options for shipping to accommodate for potential locally enforced measures.

Are there any restrictions in sending samples to any of the testing services sites?

Currently, the import and export of goods has not been impacted by recently implemented travel bans put into effect by various government agencies.

What is the impact to your supply chain over the next three months, specific to finished products?

As the Coronavirus disease (COVID-19) affects nearly all regions around the world, we are continuously assessing all aspects to understand and mitigate potential supply chain risks. We are in contact with our suppliers and our inventory levels are stable. Currently, we do not see any unusual or elevated risk to our overall supply chain. Future impacts will be dictated by current inventories of raw materials, product demand, functionality of shipping channels, availability of alternative sources and human health.

Is it safe to receive a package from anywhere COVID-19 has been reported?

Based on information from [WHO published on March 9](#): "Yes. The likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low."

Should customers who are receiving products following any additional sanitation procedures?

According to guidance from the [WHO published on March 9](#) "...If you think a surface may be infected, clean it with simple disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose."

How are you handling deliveries to institutions that are temporarily closing?

As we learn of closings, we are blocking deliveries, however if labs are still open/receiving goods customers should communicate with their Commercial contact or local customer service so that we avoid supply disruption of our products and allow our customers to continue their impactful work.