

26th March 2020

Dear Valued Customer,

We recognise that our products play a key role in patient care throughout the world and are crucial for the management of COVID19 patients. As such, everyone at Werfen understands the role and is committed to maintain our customers' operations.

To date we have been able to maintain normal manufacture, distribution and delivery of our systems, consumables, reagents and services for all our product lines, with minimal disruptions. We have seen a significant increase in the demand for certain components, most especially our GEM Premier Blood Gas PAK consumables and D-Dimer reagents. We have been able to meet that demand.

- Our critical manufacturing plants, located in Massachusetts, California, New York, Barcelona and Munich, continue to operate and are producing at maximum capacity and expanding that capacity.
- Our key distribution centers continue to operate.
- Our Technical Support and Customer Service teams are operating as usual from home.
- Our field service and applications teams continue to operate focusing on the essential service and support needs you may have.

In addition, since the initial outbreak of the epidemic last January, we have:

- Increased our level of key raw materials and finished goods inventories worldwide and directed our suppliers to increase their inventory of critical raw materials.
- Relocated critical inventory of finished goods to various locations, helping to ensure continuity of supply, even if disruptions occur in our key distribution centers.
- Revised and updated inventory of service-parts.
- Revised and updated our Continuity of Operations Plans for our manufacturing sites.
- Created a COVID19 Senior Management Team and developed a Readiness Plan, now in operation, to help ensure continuity of critical operations.

However, despite our most ardent preparations, there remains a risk that the global COVID19 pandemic could more severely affect our manufacturing plants and global demand. We will continue communicating as the situation warrants.

Finally, we would like to send a message of gratitude to all of our customers and Werfen employees worldwide for their exemplary efforts during this pandemic.

Thank you for your trust and confidence in Werfen.

Yours sincerely



Richard Hames

General Manager