



TOSOH BIOSCIENCE

March 18, 2020

Dear Customers,

As we navigate the changing climate of the COVID-19 pandemic, we want to assure you that our number one priority is the health and safety of our employees, customers and suppliers. We have no indication of any active exposure within our company but we are taking precautionary measures to protect the health and safety of our customers and team members.

We believe we have a duty to our customers and their patients to remain open for business. As of now we remain working as usual and have not asked our office employees to work from home with the exception of our South San Francisco office. Local government in the Bay Area is requiring residents to shelter in place. Our employees are adept at working remotely and our IT resources are sufficient to allow our work to continue without major business disruption.

We remain committed to keeping our distribution center open and fulfilling orders in a timely fashion.

Our Commitment to Employee Safety

- All non-essential meetings, events, and travel have been cancelled or postponed.
- Employees returning from business or personal travel are required to work from home for 14 days if they have traveled to or through an impacted area.
- Enhanced cleaning & sanitization of our facilities is now in place.
- We are encouraging social distancing, no handshakes, etc.

Supply Chain Impacts

Product supply has not been impacted and we have no concerns going forward. We are closely monitoring this situation and ensuring that there is no disruption to product supply. We ask for your support and cooperation to prevent stockpiling of reagents. As a result, we are monitoring product orders and flagging any unusual increases.

Equipment Installation and Maintenance

The essential services provided by the Tosoh Field Service team remain unchanged.

Sales, Marketing, Technical Service and Customer Service

The services provided by Tosoh's Sales, Marketing, Technical Support and Customer Service remain the same at this time.

Training and Education

- All employees have completed blood borne pathogen training which can be useful as it relates to COVID-19.
- Training DVDs are available for the G8, AIA-360 and AIA-900. If you require training assistance, we are available via Skype, email and phone.

Please contact Technical Support if you have any concerns or questions.

Thank you.

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