



06 MAR 2020

### **COVID-19 & Business Continuity**

Dear Customer:

LGC's Clinical Diagnostics Business Unit (Maine Standards and SeraCare Life Sciences), in coordination with our parent and sister companies, is following the COVID-19 outbreak and is closely monitoring information available from the World Health Organization ([WHO](#)) and the US Centers for Disease Control and Prevention ([CDC](#)).

Our three sites in Massachusetts, Maryland and Maine maintain a robust Business Continuity & Disaster Recovery (BCDR) protocol and system of readiness. This includes coordination with our corporate Enterprise Risk Management (ERM) team to perform regular, mock desktop exercises to prepare for scenarios such as this. Importantly, we leverage the learnings from the 40+ sites within LGC's family of companies and deploy them locally, as appropriate, within our business unit.

Our management team has reviewed these BCDR policies and made appropriate adjustments following the public health guidance available to date. We have proactively taken steps to both ensure the safety of our employees and the security of our supply chain and will continue to commit the necessary resourcing provisions to meet these obligations.

Key measures that we have now implemented include:

#### **HEALTH & SAFETY**

- Employees have been trained on personal preventative health measures. Public health posters, with reminders of proper techniques for things such as handwashing, etc. are posted in all facilities. Daily cleaning protocols have been enhanced.
- Access to all facilities has been limited to LGC staff, except where required for equipment and other maintenance. When permitted, incoming service providers are required to follow internal prevention procedures.

#### **TRAVEL**

- Since the end of January, all business travel by employees either to, from or transitioning through China and Hong Kong has been prohibited. This policy is monitored and reviewed for other areas of the world where there are significant outbreaks. Domestic US travel is reviewed and approved only on an as needed basis.
- Attendance at all tradeshows and other large gatherings of people is being reviewed and subsequently limited, avoided or cancelled.

#### **BUSINESS CONTINUITY**

- Our Planning and Procurement Team has completed a review of inventory stocking levels and has verified adequate supplies of finished products, intermediates, safety stocks and raw materials.
- Likewise, we are in-process on surveying our suppliers to re-assess their preparedness with respect to our supply chain needs. Consistent with pre-existing policy and where available, multiple suppliers are qualified for critical raw materials.
- To be proactive, and where appropriate, additional provisioning of production materials is underway. Our production schedule and capacity remain under regular review and at this time, we expect no interruption to our delivery commitments.
- Our decentralized order processing and logistics model, together with our shared ERP and other business applications, affords us, if and as needed, the ability to work remotely, and from our various sites.

We are constantly reviewing our approach to business resilience through updated internal processes and procedures across our sites and we continue to monitor guidance provided by the relevant health and safety authorities. We will provide updates to our customers should the need arise. Please reach out to your account representative if you have any questions.

Respectfully,

Michael Sweatt  
Executive Vice President

*NOTE: LGC's Clinical Diagnostics Business Unit will revise this document and provide updates as necessary.*