



13 MAR 2020

RE: Product Supply Continuity & COVID-19

Dear Customers and Distributors,

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 polices 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. The attached memo further delineates the actions that we have been taking to address overall Supply Chain Continuity.

As this outbreak evolves, and in light of recent government responses related to travel, this update is intended to specifically address our actions and position related to outgoing shipments to our customers and distributors, and our ability to move product from our facilities to you.

Our Logistics team has reached out to each of the carriers that we use, including major carriers (i.e. FedEx, UPS, DHL), as well as our freight forwarders. The common message that we have received is:

- The current travels ban that impact commercial passenger travel do not prohibit cross-border cargo movement. Carriers have not experienced any cancellations of scheduled shipments.
- Given that some cargo travels within commercial passenger modes of transport, and many of these routes are being limited or restricted, cargo is being re-routed through traditional cargo transportation routes. This adds significant volume to those means of transport and delays are to be expected.

As a result, we are proactively working with each of our carriers to schedule shipments farther in advance in order to ensure that our shipments are at the head of the delivery queue and that we can provide as much advanced notice of potential delays as possible.

Where we utilize freight forwarders specified and coordinated directly by a customer, our logistics team will be reaching out to you directly to coordinate communication with these forwarders, again with the intent of providing and receiving advance notice to ensure successful order fulfilment.

Because this is a fluid and rapidly evolving situation, to mitigate potential delays and provide us with as much visibility as possible, we encourage you to submit your orders in advance of demand to help us ensure your ongoing supply chain continuity.

We appreciate your continued business, and we will continue to monitor the situation and provide further updates as needed.

Sincerely,

Todd Anderson
Vice President, Supply Chain



06 MAR 2020

COVID-19 & Business Continuity

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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.