



23 MAR 2020

RE: AUTHORITY to OPERATE

Dear Customer,

As a valued partner I would like to share the latest update regarding the situation with COVID-19 and its impact on our business.

As you are likely aware, staff across our three sites are involved in the development, production and distribution of critical clinical diagnostic materials, including those directly related to the diagnosis of COVID-19 (www.seracare.com/SARSCoV2). These products are supplied to public health, hospital and commercial laboratories across the globe.

This week, governors across the country have announced business closure and “shelter-in-place” directives that are in place as early as today and last at least through April 7th. **Please be aware that LGC Clinical Diagnostics (SeraCare Life Sciences & Maine Standards Company) provides essential services and is permitted to continue to operate¹.**

Wherever possible, our staff will be working remotely and remain available to answer inquiries, provide quotations and order processing / invoicing. As we adjust to remote working, where possible, please submit orders and/or inquiries to our team via e-mail (customerservice@seracare.com or msc.sales@lgcgroup.com).

Over the last several weeks, our production teams have been busy coordinating with our critical suppliers, preparing intermediates and increasing our finished goods stocking levels. For on-site staff, we have implemented rigorous social distancing and cleaning procedures along with modified work schedules to reduce the headcount in the facility. Our logistics team remains in regular communication with each of our carriers and freight-forwarders.

Our business continuity plans are in full swing in order to accommodate / anticipate capacity reductions in our operations and stock levels due to additional mandates issued by government authorities, supply-chain interruption and/or or potential staff illness. Should conditions or mandates change, and/or as we adjust our operating hours, we will continue to communicate changes in a timely and transparent manner.

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

We remain committed to the maintaining the health and safety of our employees and the continuity of our operations such that we can continue to deliver these critical products to the healthcare community.

Please reach out directly to your sales representative or a member of our customer service team with any questions.

Respectfully,

Daniel J. Lamendola
Sr. Vice President, Operations

¹ according to the definitions provided by the Homeland Security CISA Director, Christopher C. Krebs, in a letter dated March 19, 2020: “If you work in a critical infrastructure industry, as defined by the Department of Homeland Security, such as healthcare service and pharmaceutical and food supply, you have a special responsibility to maintain your normal work schedule.” Further under HEALTHCARE / PUBLIC HEALTH – “Workers providing COVID-19 testing; Workers that perform critical clinical research needed for COVID-19 response.” [Weblink to PDF File](#)