

Thermo Fisher Scientific's Mission is to enable our customers to make the world healthier, cleaner and safer, and the global coronavirus (COVID-19) outbreak is a powerful reminder of the importance of that mission. We are profoundly aware of our obligations to ensure the safety of our colleagues, continue supporting our customers and leverage our capabilities to address this rapidly evolving public health crisis.

In fact, Thermo Fisher is at the heart of the global response to COVID-19. We are working with government agencies and researchers globally to ensure priority access to instruments, consumables, safety supplies and other products to address the outbreak – particularly in analysis of the virus, diagnosis and personal protection.

We know you rely on us as an essential partner to support your work – now more than ever. So, we'd like to share our approach to managing through this situation and assure you that Thermo Fisher is able and committed to continue serving you.

Our approach involves a globally coordinated response, comprehensive site preparedness, employee training and communication, and robust business continuity planning:

- We have established Incident Response Teams at the corporate level and in key regions to immediately address suspected or confirmed cases of coronavirus that could impact colleagues at our sites. These teams have established protocols to help site leadership escalate appropriately and manage through any issues in a consistent and planful way.
- We are working closely with governments and suppliers to navigate any locally imposed quarantines or restrictions so our sites can remain operational, given the importance of our role in supporting the COVID-19 response and the healthcare system in general.
- All of our sites are following enhanced cleaning protocols, visitor policies and stringent preventative measures.
- We are restricting travel, encouraging remote work, and instituting social hygiene protocols.
- All of our operations globally have business continuity plans in place, and we are continually reviewing them, prioritizing orders and shipments for those customers directly involved in containing the spread of COVID-19.
- We are working with suppliers globally to secure continuity of raw materials and critical components, and to facilitate the movement of goods across borders and using available modes of transport.

Our measures have been developed in line with guidance from the World Health Organization, U.S. Centers for Disease Control and Prevention and local government agencies. We've also convened a panel of global medical experts to give us advice and serve as a sounding board for new protocols and guidance as we roll them out.

We continue to closely monitor this rapidly evolving situation and any potential impact on our business to ensure we can continue to manufacture and deliver the products and services our customers rely on.

We are committed to keeping you informed of any changes that could affect timelines for the delivery of products or services we provide to you.

You can learn more about our approach by viewing our presentation on Thermo Fisher's response to COVID-19, by reading our customer FAQs, and reviewing other information and resources available [here](#).

As always, we greatly value our partnership with you and are committed to supporting your important work. If you have any questions about your current orders, or placement of new orders, please refer to your normal point of contact.