



April 28, 2020

To: Sysmex Customers
From: Ralph Taylor, CEO, Sysmex America, Inc.
Subject: COVID-19 Response

As the impacts of the COVID-19 pandemic continue to evolve, we remain focused on supporting the important role you play in the diagnosis, therapy and wellbeing of every person behind a sample.

Times like this are a true test of the healthcare system, organizations and their people. First and foremost, the health, safety and uninterrupted service and support of your lab remains our leading priority. We are protecting your staff and our associates, by closely following the steps outlined by the U.S. Centers for Disease Control and Prevention (CDC). As always, all our field service representatives and application specialists are properly trained and equipped with the appropriate personal protective equipment (PPE).

Robust business continuity plans are in place and working as we maintain our field operations and support our customers:

- Our customer care services are functioning as normal and continue to provide a high level of support to our customers across North and South America on a daily basis.
- We have taken actions to build up our stocks of raw materials and increased inventory of reagents and parts to support our customer base.
- Our reagent production facilities in Mundelein, IL and Curitiba, Brazil are operating at normal capacity, and we are shipping products and reagents from our Buffalo Grove, IL distribution center.

We're all looking forward to the day when life can return to normal. Until then, like you, we will continually adapt and run business as close to normal as possible under the circumstances. Every day, Sysmex is grateful for the work you do and will continue to uphold our commitment to you.

Be well.





A handwritten signature in black ink that reads "Ralph Taylor". The signature is fluid and cursive, with the first name "Ralph" and the last name "Taylor" clearly distinguishable.

Ralph Taylor
CEO, Sysmex America, Inc.