



Dear Sysmex Customers,

While we are seeing some progress in the fight against the COVID-19 pandemic, the overall situation remains challenging. As healthcare workers, frontline service providers and emergency responders receive much deserved credit for their dedication and response to COVID-19, I also want to express our gratitude to our customers, the clinical laboratory community that is often overlooked. We recognize you as champions on the front lines of healthcare today. Your efforts are inspiring and we remain dedicated to supporting you during these extraordinary times and beyond.

Since the outset, our primary focus has been to protect the health, safety and well-being of our associates, customers, partners and those in the greater community. We continue to monitor the situation, respond quickly and adhere to steps outlined by government agencies and local authorities. At the same time, we have upheld our commitment to our customers while working through the new COVID-19 challenges. This is a testament to our associates' dedication and our robust programs.

- Our field service engineers have implemented extra safety procedures to provide our customers with the same high level of support they are accustomed to.
- Remote analyzer monitoring via our Sysmex Network Communications System™ (SNCS) remains an option for fast, easy access to solutions at your fingertips, without the need for onsite services.
- We continue to produce products and reagents in a timely manner with a healthy raw material and finished goods supply chain and no disruptions.
- Shipping from all of our nine distribution centers located across the Western Hemisphere remains seamless with all pre-COVID-19 shipping commitments met.
- We quickly pivoted to get the additional equipment and government approval necessary to produce hand sanitizer to help ensure the safety of our associates, customers, partners and others. Since production began in April, we have provided hand sanitizer to the American Red Cross, United Way, Habitat for Humanity, the public health system of Brazil and other local organizations.
- Our remote learning and analyzer training remains available during difficult and restrictive travel circumstances, providing certificates and continuing education units to laboratory technicians across the world with Virtual Instructor-Led Training (VILT), e-learning and webinars.

Continuing to Innovate and Adapt:

- On August 10th, Sysmex America announced our exclusive agreement to distribute and service Siemens Healthineers Clinitek Novus® Automated Urine Chemistry Analyzer. This partnership completes Sysmex America's automated urinalysis portfolio, resulting in a modular urinalysis workflow solution that integrates urine chemistry with

the fluorescent flow cytometry of the UF-5000™ Fully Automated Urine Particle Analyzer and the UD-10™ Digital Imaging Device.

- We recently announced an exclusive agreement with BAG Diagnostics to distribute the ViroQ SARS-CoV-2 Kit to provide efficient and accurate COVID-19 testing. Sysmex America will distribute the ViroQ SARS-CoV-2 Kit to reference and commercial laboratories as well as multisite integrated healthcare networks in Latin America. We also plan to distribute the kit in the United States and Canada, pending regulatory authorization.
- Laboratories will also gain dramatic workflow efficiencies with our new software application, Caresphere™ Workflow Solution (WS), designed to address data privacy security and compliance concerns. The HITRUST CSF®-certified Caresphere WS is an intuitive, cloud-based software solution that enables sophisticated test result workflow optimization to laboratories to meet increasing demands, streamline decision-making and reduce cybersecurity risk.
- In June, we released our highly automated XF-1600™ Flow Cytometer, providing laboratories with improved flexibility. It works in tandem with our PS-10™ Sample Preparation System to automate the entire process of antibody staining, incubation and flow cytometry analysis - ensuring a new level of confidence for researchers in the results produced.

These are just highlights of the many things that your dedicated team of Sysmex associates are doing to help you, the clinical experts that play such a critical role in the continuity of healthcare and the fight against COVID-19. We will continue to maintain a business as normal operation with our customers during this challenging time.

Thank you and be well.



A handwritten signature in black ink that reads "Ralph Taylor". The signature is written in a cursive, flowing style.

Ralph Taylor, CEO, Sysmex America, Inc.