



March 23, 2020

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



The most challenging times tend to bring out the best in people, organizations and industries. As we are, without a doubt, in the midst of an extraordinary healthcare challenge, I want to extend our sympathies to those who have lost loved ones and express our gratitude to the healthcare professionals who are courageously leading the fight. As COVID-19 presents great challenges for people and communities around the globe, especially the healthcare industry, I want to highlight what we are doing to continue to support you so you can provide the best possible care for your patients.

First and foremost, we are protecting the health and safety of our associates working at our sites, at home and in the field by following the steps outlined by the U.S. Center for Disease Control (CDC). At the same time, we continue to fulfill our responsibility to you, our customers, by providing uninterrupted service and support. Our robust programs and business continuity plans have made this possible.

Our critical responsibility to laboratories and patient healthcare

As a provider of laboratory equipment, supporting the critical role laboratories play in the continuity of healthcare is essential at this time.

A few specifics to keep in mind as we continue to maintain our field operations and support our customers:

- We have solid business continuity plans in place to manage both every day and exceptional risks, like the current COVID-19 pandemic – now and for the future.
- Our associates are well prepared to work from home. Through email, conference calls and Skype, we continue to maintain our collaborative and productive culture.
- Our customer care functions continue to provide a high level of support to our customers on a daily basis as normal.
- As part of our business continuity plans, we have built up 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 normally, and we are shipping products and reagents from our Buffalo Grove distribution center.

Our associate's safety

- As per state requirements, Sysmex associates are working remotely, apart from essential staff, and we have activated our remote working protocols to ensure business continuity.
- With over 1,100 associates in the U.S., Canada and Latin America, the likelihood of someone coming down with COVID-19 remains a distinct possibility, but I am pleased to say at this time we do not have any confirmed cases of COVID-19.
- Because of this, we have specific plans in place. If a case is reported, a series of safety protocols will be put in effect immediately. Associates and impacted facilities will be contacted with next steps based on risk exposure. The goal of these plans are to ensure the well-being of staff, while maintaining our business operations to support our customers.

Although we are physically isolating ourselves from others, it's important we remain socially and emotionally present. Our staff are communicating often with their co-workers, as well as family members and friends, and we are paying special attention to the elderly and health compromised people in our lives.

We're all looking forward to the day when life can return to normal. In the meantime, Sysmex's commitment to the safety of our employees, and our customer's ability to provide quality patient healthcare remains our primary focus.

I'm inspired everyday by our associate's and your efforts, adaptability and dedication. Together, we will prevail by supporting each other.

Be well.

A handwritten signature in black ink that reads "Ralph Taylor". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Ralph Taylor
CEO, Sysmex America, Inc.