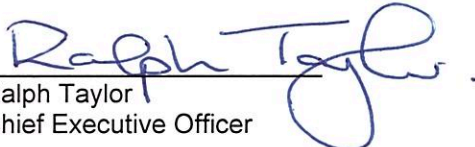


March 10, 2020

Dear Customers and Colleagues,

Sysmex America Inc., "SAI", is following the Center for Disease Control Interim Guidance for Businesses and Employers regarding COVID-19 and those that contract the Corona Virus. To protect employees and customers, SAI has proactively:

- **Encouraged sick or exposed employees to stay home**
 - Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever and any other symptoms for at least 24 hours.
 - Employees who are sick with acute respiratory illness can immediately sequester themselves without needing to validate their illness or provide a doctor's note.
 - Flexible policies have been communicated permitting employees to stay home to recover or take care of sick family members.
- **Separated sick employees**
 - Employees who appear to have acute respiratory illness symptoms like cough or shortness of breath upon arrival to work or that become sick during the day are separated and sent home.
- **Promoted respiratory etiquette by covering coughs or sneezes and using consistent hand hygiene**
 - Posters that encourage staying home when sick, cough and sneeze etiquette, and good hand hygiene are at the entrance and around SAI buildings.
 - Tissues and no-touch disposal receptacles are available for use by employees.
 - Employees are instructed to clean their hands often with an alcohol-based hand sanitizer and wash their hands with soap and water for at least 20 seconds.
 - Soap and water and alcohol-based sanitizers are provided throughout the workplace and adequate supplies are maintained
- **Conducted routine environmental cleaning**
 - All frequently touched surfaces are routinely cleaned in the workplace, such as workstations, countertops, and doorknobs. Cleaning agents are provided and available like disposable wipes and hand sanitizer.
- **Discouraged traveling unless travel is essential**
 - Employees are advised to check themselves for symptoms and notify their supervisor and stay home if they are sick.
 - Employees who become sick are encouraged to promptly call a healthcare provider for advice as needed.
- **Required employees report any suspected symptoms or exposures as they occur**
 - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor.
 - If an employee is confirmed to have COVID-19, employers inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA), HIPAA, PIPEDA and other legislation across the Americas region protecting personal health information (PHI).

A handwritten signature in blue ink that reads "Ralph Taylor".
Ralph Taylor
Chief Executive Officer