



Customer Update – 4/17/20
COVID-19

For the past few weeks we have been reporting that our production was keeping up with orders and we had adequate supplies of raw materials on hand and with our suppliers. Like many other companies, we are not immune to the long-term effects of the coronavirus. Due to necessary steps to protect our employees, such as production line personnel distancing and disinfecting requirements, our operating efficiencies have been reduced; a couple of suppliers have put us on notice that they may not be able to meet our raw material timelines.

Our plan is to continuously review our production processes to find ways to increase capacity but will make changes only when assured that our employees are held safe from exposure to germs according to CDC guidelines. Like you, we feel an obligation to continue the production of essential products and services that will help the nation to better cope with this life-changing event.

Please continue to place orders that meet your normal requirements by contacting the Customer Service department via phone, email and EDI. We are encouraging customers not to place out-of-the-ordinary orders that would jeopardize our stocks and would hamper other customers from being able to do their important job of providing essentials for the country. The adage that says, "We're all in this together," has never had such significant meaning.

If there are any new production updates or supplier challenges that would change our ability to fill orders, you will be notified.

As previously mentioned, the COVID-19 outbreak is going to affect our lives—but not the quality of our work. We are thankful for your business and how your efforts help to keep the county moving forward.

Follow guidelines for health. Be safe. Stay well.

A handwritten signature in black ink that reads "Mark A. Taylor".

Mark A. Taylor
Vice President – Marketing
Central Life Sciences

A handwritten signature in black ink that reads "Tracy L. Harris III".

Tracy L. Harris III
Vice President - Sales
Central Life Sciences