



March 24, 2020

Subject: Response regarding coronavirus (COVID-19)

To our valued customers,

There is no higher priority than the health and safety of our SIMCO community. Delivering lifesaving quality is the noble cause we are dedicated to and there is no time more important for it than now.

Our customers include many of the world's leading medical device manufactures who are critical to the success of the healthcare system during this time of extreme demand. Given the services we provide, SIMCO is deemed an Essential Business performing Essential Activities. At the request of our customers and at the encouragement of our government, SIMCO is working diligently to provide these essential services.

SIMCO's robust ecosystem of labs and software remain fully operational and we're taking several steps to maintain operations while also promoting your and our employees' safety, including:

- Enforcing prescribed environmental health and safety procedures at all our facilities to ensure both personnel and equipment are protected
- Implementing SIMCO's continuity plan, including leveraging the ability to transfer equipment across our service network in the event a lab is impacted
- Overseeing our supply chain and working closely with our team members to best address delivery of our commitments
- Monitoring the situation closely from recognized international health bodies, including the World Health Organization (WHO) and the Centers for Disease Control (CDC), together with official guidance from government, municipal, and local authorities
- Continuing to look for more ways to support our customers and employees

The safety and well-being of the SIMCO community is our top priority. Amid the circumstances caused by COVID-19, we will continue to modify our policies as the situation evolves. We deeply appreciate the trust you place in our team and our company.

Please call us at 1.408.734.9750 to let us know how we can better support you.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Kenna". The signature is fluid and cursive, written over a light blue horizontal line.

Brian Kenna  
Chief Executive Officer