



Marcy l'Étoile (France), March 21st, 2020

Dear valued customer,

bioMérieux is a major player in *in vitro* diagnostics and has been committed to fighting infectious diseases for over 55 years. In the context of the current unprecedented global health crisis, diagnostic tests are essential and we are aware of the importance of our role in supporting you at this time.

Business continuity:

We would like to assure you that, since the beginning of this crisis, bioMérieux has deployed major preventive measures at all of its production sites with daily monitoring of action plans to maintain its production, supply chain and customer service activities on all our product ranges and for all our customers in all the countries where bioMérieux operates. In this context, the safety of our employees and customers is paramount and measures to prevent the spread of COVID-19 are rigorously applied.

Manufacturing focus:

Faced with the unprecedented situation where demand is global and simultaneous, we have considerably stepped up our production efforts. We know that we can count on our solid and long-term relationships with our partner-suppliers, and we are committed to ensuring a high level of production. However, like the entire diagnostic industry, we expect pressures on some raw materials that are experiencing exceptionally high levels of demand.

Customer support:

Patients, consumers and our customers have always been at the heart of our priorities. This is true today more than ever. Our teams are working daily with you to determine your most urgent needs and ability to manage flows, in order to meet critical needs as quickly as possible. Your bioMérieux representative is available to understand your demands and implement the best possible solutions so that you can continue to perform your priority activities.

In addition to all the extraordinary means and measures we have been deploying to support you, bioMérieux remains highly engaged to help healthcare professionals fight the COVID-19 pandemic with the urgent development and production of three complementary PCR tests.

Please rest assured of the total commitment of all our teams.

Alexandre Mérieux
Chairman & CEO