



3/11/2020

Dear Valued Customer,

There is no higher priority to Phigenics, LLC than our commitment to maintaining a safe and healthy workplace for our customers and employees. As such, we are closely monitoring the ongoing COVID-19 Coronavirus outbreak, per the CDC (Centers for Disease Control and Prevention).

As of today, COVID-19 has not had a significant impact on Phigenics operations or the ability to service our customers. In an abundance of caution and concern for the health and safety of our employees and customers, we're taking precautions to help lower the risk of the disease spreading. This includes the following:

- We will follow all of your site-specific policies and honor your requests to refrain from coming on site once communicated to us.
- We have advised our employees to follow the public health authorities' guidance regarding hygiene and have reinforced existing Phigenics policy that encourages employees who exhibit flu-like symptoms to stay at home and consult with a medical professional.
- We have encouraged our employees that interact directly with facilities to proactively consider whether meetings and site visits can be conducted by video or teleconference, rather than in-person.

We appreciate the trust that you place in Phigenics. We will continue to update our plans and will keep you informed of any relevant business impacts. In the meantime, if you have questions, please contact your Phigenics representative or our main office via email at info@phigenics.com, or 1-888-850-4087.

Regards,

Ashton McCombs

President, Phigenics LLC