



Metrohm USA, Inc.
9250 Camden Field Parkway
Riverview, FL 33578

March 17, 2020

Dear Metrohm Customers,

Metrohm USA is committed to maintaining a safe and healthy environment for our customers and our employees. As the impact of COVID-19 grows, we wanted to update you with the steps we are taking help protect against the spread of the virus while at the same time supporting our customers, reinforcing our capacity and taking care of our employees.

Supporting Our Customers

We will keep our facilities in the US open until further notice. A responsible blend of on-site employees and remote workers to support critical operations allow us to support new system configurations and sales, receive orders and ship product while maintaining the lowest risk possible. Our webshop remains a convenient way to purchase electrodes, columns, reagents and other consumables for your laboratory. Our Service team is ready to support your new system installation, repair and maintenance needs. Our technical support and applications teams are staffed to address any troubleshooting or method development concern.

Ensuring Our Capacity to Serve

Metrohm's supply chain remains strong, both domestically and internationally. Our global manufacturing sites are strongly vertically integrated and we see no short-term impact to production and supply. We are closely monitoring logistics to ensure product and part supply.

Taking Care of Our Employees

We have continuously updated our employees and made important policy changes to keep them safe. Specifically, we have:

- reinforced guidance regarding hygiene and encouraged employees to leverage technology to hold business meetings remotely whenever possible.
- moved some employees to remote working arrangements to slow the spread of the virus and reduce the risk to our employees while maintaining our attention and responsiveness to your needs.
- reviewed and updated our sick time policies, lessening the impact on employees that are diagnosed with COVID-19.

We appreciate the trust that you place in Metrohm. We will continue to use guidance from health authorities to direct our business practice. As necessary, we will send regular updates as we strive to provide you with the high level of support and service you have come to expect from Metrohm.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ed Colihan', is written over a light gray grid background.

Ed Colihan
President & CEO
Metrohm USA