

Status: March 9, 2020

We are committed to keeping you informed of our efforts to ensure minimal disruption to our supply chain, as well as our commitment to the safety of our employees and our customers— who remain our priority, as measures are taken to contain and treat COVID-19.

Dear Customer:

As a global life science business, we are committed to supplying our customers in all markets served and, as such, are actively monitoring our supply chain for potential impacts due to escalation in the outbreak of the Coronavirus disease (COVID-19) caused by the SARS-CoV-2 virus.

Current Operations

As the Coronavirus disease (COVID-19) affects more regions around the world, MilliporeSigma continues to monitor the situation closely, establishing protocols and guidelines to minimize the impact whenever possible to our employees, our sites and our supply. We are following guidance outlined by the WHO, CDC and governments of impacted countries, many of which have made hygiene and safety recommendations and implemented transportation restrictions. Our global sites have relevant and approved preparedness plans and are empowered to act per their local scenarios, as necessary.

In China, we have successfully resumed operations at our production facilities in Nantong and Wuxi and our suppliers also continue to increase their levels of resumed operations. As shipping lanes in and out of China continue to improve, we are actively monitoring logistic routes and transportation options to fulfill our shipping requirements.

Managing Supply Chain Risk

MilliporeSigma has mobilized a global task force to actively evaluate the overall supply chain of both our products and key raw material suppliers to mitigate any potential supply disruption.

Our task force continues to leverage our business continuity plans, which includes risk mitigation activities in all impacted countries. These measures include increasing safety stock of products sourced in those countries and activating our validated secondary suppliers in accordance with our quality procedures where necessary. We have not experienced any significant disruption to the availability of our products to date. We continue to monitor our raw materials supply and any identified impact on orders will be communicated directly to customers through our Commercial Services team.



Travel and Meetings

For our employee's safety and wellbeing, and in anticipation of your organization implementing guidelines as well, we are limiting travel especially in the most affected countries and asking our employees to evaluate planned visits to your sites. We will leverage virtual meeting technology where appropriate to continue collaborating with the scientific community.

We are also requesting that most external visits and audits of customers and suppliers at our sites be postponed or redirected towards virtual meeting options, further helping you to avoid travel while protecting our employees and sites from unintended disruption.

Our Contributions

To date, our parent company, Merck KGaA, Darmstadt, Germany, will donate around 3 million RMB in cash and goods to support much needed medical aid in China. This includes, amongst others a donation of 15,000 N95-grade masks to support frontline healthcare workers in Wuhan. In addition, we have donated products worth more than 600,000 RMB (approx. 79,000 €) through Shanghai Charity Foundation to support local institutions and in-vitro diagnostic manufacturers.

We are also deploying all necessary resources and working alongside distribution partners and carriers to meet the urgent needs of our customers by supplying products supporting the detection of COVID-19, as well as products needed for the development of a vaccine.

On behalf of MilliporeSigma, thank you for your patience as we work with our global colleagues and partners during this challenging time. We will continue to update you as this situation evolves.



Q&A

How is MilliporeSigma supporting its customers during this time?

MilliporeSigma is committed to the safety of our employees and customers in all markets it serves, and, as such, we are actively monitoring our supply chain for potential impact due to the escalation in the outbreak of the Coronavirus disease (COVID-19) caused by SARS-CoV-2.

As the situation evolves, we are also monitoring impacted countries outside of China. We continue to leverage our business continuity plans which include risk mitigation activities in all impacted countries. These measures include increasing safety stock of products sourced in those countries and activating our validated secondary suppliers in accordance with our quality procedures. Our global sites have relevant and approved preparedness plans and are empowered to act per their local scenarios, as necessary.

Additionally, we are deploying all necessary resources and working alongside distribution partners and carriers to meet the urgent needs of our customers working on the virus by supplying products supporting the detection of COVID-19, as well as products for the development of a vaccine.

Do you have operations in China?

We have manufacturing sites in Nantong, supporting products for local distribution, and Wuxi, which primarily supplies Research and Applied products for distribution outside of China. Both facilities have successfully resumed operations.

Are there issues with manufacturing in impacted countries?

At this time, we have no impact to manufacturing as a result of COVID-19 in impacted countries.

Has there been any impact to operations in Molsheim as a result of the employee's positive COVID-19 test?

Recently, an office-based employee within our Molsheim, France facility tested positive for COVID-19. We worked with local health officials and implemented precautionary measures that included quarantine for the affected employee and safety protocols to minimize any further transmission. The employee is doing well and there has been no impact on our site's operations.

How are you monitoring the impact of the logistics restrictions of key suppliers?

We are in contact with our key suppliers in China and other impacted countries to review open purchase orders and assess safety stock levels. We have determined options for alternative sources, if required. Any changes or impact on orders will be communicated directly to customers through our Commercial Services team.

Is there any impact on the transportation of material in/out of China?

As transportation lanes in and out of China continue to improve, we are actively monitoring logistic routes and transportation options to fulfill our shipping requirements.



What is the impact to your supply chain over the next three months, specific to finished products?

As the Coronavirus disease (COVID-19) affects more regions around the world, we are continuously assessing all aspects to understand and mitigate potential supply chain risks. We are in contact with our suppliers and our inventory levels are stable. Currently, we do not see any unusual or elevated risk to our overall supply chain. Future impacts will be dictated by current inventories of raw materials, product demand, functionality of shipping channels, availability of alternative sources and human health.

Is there risk of concern for transmission of COVID-19 via products coming from impacted countries?

We have received inquiries related to the safety of our products due to the outbreak of COVID-19. We have evaluated the situation, and we are aligned with the U.S. Center for Disease Control and Prevention (CDC), which concludes in its statement of February 15, 2020, "because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures. Coronaviruses are generally thought to be spread most often by respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with imported goods [...]."

Are customers who are receiving products from China or other impacted countries following any additional sanitation procedures?

We are not aware of any additional protocols for the handling of products shipped from or delivered within China. Customers should follow their internal protocol for receiving products.

