

Updated: March 30, 2020

Dear Valued Customer:

Phenomenex's mission of supplying customers with the highest quality products in separation science has never been more important than today, during the Coronavirus 2019 ("Covid-19") outbreak. With this mission in mind, we would like to assure you that Phenomenex is doing everything we can to maintain supply of products and services during this unprecedented time.

After the COVID-19 outbreak, we activated our Business Continuity and Emergency Response Team (PHX BCP Team) and began implementing our Business Continuity Plan (BCP). The BCP outlines specific steps Phenomenex takes to safeguard our associates' health, safety, and well-being during a pandemic, while ensuring the Company's ability to maintain essential operations and continue providing essential products and services to our customers. The BCP helps to tackle additional challenges should the outbreak in any of the Phenomenex locations escalate further.

To date we have:

- Communicated best practices for protecting employee health to our associates and implemented site cleaning requirements.
- Instituted a plan to reduce associate risk by applying the following:
 - Alternative work arrangements, including work for home for option and/or staggered shifts for associates.
 - Social distancing policies for those on-site.
 - Limit in-person meetings
 - Restrict movements within facility to an associate's general work area.
- Implemented employee travel restrictions.
- Restricted large associate gatherings/meetings.
- Used existing systems for remote video meetings—and are requiring their use for meetings.
- Implemented tracking and monitoring of visitors to our sites.

As a life sciences company, Phenomenex's products provide chromatography solutions for critical infrastructure sectors. Phenomenex products are used in the healthcare sector for drug discovery and pharmaceutical development, including several customers that are currently using Phenomenex products in finding COVID-19 solutions. Phenomenex is identified as being critical to the national infrastructure, as outlined by the US government (www.cisa.gov/critical-infrastructure-sectors), in particular within the Healthcare sector, as a manufacturer of laboratory suppliers, including other key sectors, as such we are confident that Phenomenex would be exempted from any pending orders leaving Phenomenex open for operation.

We know that our customers have specific questions on our supply chain, as well as our sales and customer service teams. While for security reasons we do not share the specific details of our BCP, the following is a brief overview of key steps related to these key operations.

Australia ●

Austria ●

Belgium ●

Canada ●

China ●

Denmark ●

Finland ●

France ●

Germany ●

India ●

Ireland ●

Italy ●

Luxembourg ●

Mexico ●

Netherlands ●

New Zealand ●

Norway ●

Puerto Rico ●

Spain ●

Sweden ●

Switzerland ●

United Kingdom ●

USA ●

Phenomenex launched a review of direct and indirect in-bound supply chains in China, Europe, and the USA. We have confirmed that those suppliers who are either sourced directly from the aforementioned regions or are critical to business are either continuing operations “business as usual” or that we have the appropriate inventory to support on-going sales, and therefore do not expect any customer order delays. Phenomenex is presently able to fulfill all orders on Phenomenex products without disruption, and we are continuing to ship products to all of our customers.

If you need immediate support or need to order products, you will be able to continue to reach our sales, technical and customer support teams by:

- Chat
- Email
- Shop Online

The Leadership team of Phenomenex takes the COVID-19 threat seriously, and we are taking all reasonable measures to prepare for and mitigate the risk of COVID-19 to our associates, our customers and our business.

We wish good health and safety to all our customers, suppliers, and business partners and their employees and families.

Sincerely,

Phenomenex Leadership Team

Australia ●

Austria ●

Belgium ●

Canada ●

China ●

Denmark ●

Finland ●

France ●

Germany ●

India ●

Ireland ●

Italy ●

Luxembourg ●

Mexico ●

Netherlands ●

New Zealand ●

Norway ●

Puerto Rico ●

Spain ●

Sweden ●

Switzerland ●

United Kingdom ●

USA ●