



6030 W. Harold Gatty Dr.
Salt Lake City, Utah 84116

TEL: 801.355.2705
FAX: 801.355.3045
www.biomerics.com

Dear Biomerics Customers,

Biomerics recognizes the important partnership that we have with our customers to provide critical medical devices. We want to communicate the steps we are taking to limit the impact of COVID-19 to our employees, communities, and customers. We are monitoring the situation on a day-by-day basis, in all six facilities throughout the US and Costa Rica. The following actions have been implemented to protect our employees, facilities, and customers:

- **Travel Restrictions:** Biomerics has implemented business travel restrictions for areas that the CDC has classified as "High-Risk Areas." We have canceled all existing business-related travel plans where possible and until further notice.
- **Meetings:** We are encouraging our employees to utilize in-house conferencing capabilities (MS Teams) or other electronic applications, for external customer meetings or internal purposes. We welcome customer visits where necessary but prefer teleconferencing when possible.
- **Supply Chain:** We continue to monitor our supply chain actively. Alternate suppliers will be qualified if circumstances warrant the need. We are also requesting updated forecasts from our customers to manage and plan the supply distribution. If there are any questions regarding COVID-19 supply concerns, we invite you to call our **TOLL FREE** number **888-874-7787** for more information.
- **Facilities:** Additional cleaning protocols have been implemented throughout all of our facilities, including our cleanrooms and non-cleanroom environments. We are daily disinfecting multiple touchpoints throughout the offices, restroom facilities, and as well as common gathering areas, etc. Where and when possible, facilities are handling all inbound materials and giving each item a thorough review. Each item will be cleaned and wiped down, if needed, to avoid any further spread of illness.
- **Employees:** We are also working diligently with our employees and stressing the importance of good hygiene both in the office and out. This includes washing hands frequently with soap and warm water, covering their coughs, to avoid touching their eyes, nose, and mouth, and avoiding handshakes. Where appropriate, we are monitoring the temperature and health of our employees daily. We are also working to provide flexible work environments to accommodate changing local requirements.

We appreciate your business with us and will continue to update you as additional information becomes available. We are committed to working with our customers to develop continuity plans as needed as we navigate through these challenging circumstances.

Respectfully,

A handwritten signature in black ink that reads "Jake Wakley".

Jake Wakley
VP Quality & Regulatory
Biomerics, LLC.