



Date: 03-13-20

Dear valued customers:

In response to the COVID-19 outbreak, Microbial ID, Inc. has developed strong measures to prevent the spread of the virus, ensure business continuity and mitigate risk to our employees. Such measures include teams of essential business and lab function employees to report on alternating days that will allow us to handle all sample volume as normal while reducing total number of employees in the facility at a time. Some employees have remote access ability, that will be utilized for decreased potential exposure. Enhanced disinfection and sanitation of our facility implemented to reduce possible contaminants on surfaces.

One advantage of being a service lab is that we rarely have visitors, vendors or clients on site and will continue to discourage any visitation, unless essential to our business function. Our employees are educated on the first line of defense in this outbreak – handwashing. There is also signage posted at every handwashing station from www.cdc.gov/handwashing. We are enforcing government guidelines by instructing anyone who exhibits any symptoms associated with the virus to self-quarantine.

We are confident these steps will greatly minimize the threat of business disruption and increase customer confidence while ensuring the safety of our employees and lowering the spread of the virus.

Please feel free to contact us if you have any questions or concerns.

Microbial ID, Inc.

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