

## Avantor

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### Avantor's updated response to the coronavirus (COVID-19) pandemic

Thank you for your continued trust in Avantor as we work together to overcome the challenges from the evolving coronavirus (COVID-19) pandemic. We are proud to manufacture and deliver the mission-critical products and services needed during this unprecedented time for our industry and the world.

Avantor's mission of setting science in motion to create a better world has never been more critical. We are maintaining this mission, first and foremost, by helping ensure the safety of our associates, our customers and our suppliers. **Safety remains our top priority and is what will enable all of us to navigate through this dynamic situation.**

We continue to closely monitor government decisions and plans to loosen restrictions, such as the lockdowns or stay at home orders. Based on these assessments, the following update outlines our actions to manage the impact and support our customers during the pandemic.

#### Safety first: resuming visits to our customers

We continue to follow safety guidance from credible health agencies and local government mandates, and we have implemented a number of safety measures, such as remote work arrangements where applicable, social distancing and face coverings for those reporting to an Avantor facility. We are especially thankful for our many associates who are serving in various capacities in laboratories, production facilities, distribution centers, warehouses and on-site at customer locations, as well as those who normally operate in the field visiting our customers and their sites.

We recognize the situation remains fluid. Any decision to resume visits to our customers and conduct related activities is based on business-critical productivity or customer-connectivity needs. In cases where an onsite visit is required, we have established a pre-authorization process. This standard approach has been deployed globally. Once approved to go to a particular location, our associates must adhere to all local government, as well as customer safety guidelines and recommendations, including social distancing, health, hygiene and other precautionary measures. **Our sales or commercial representative can discuss our step-by-step process with you prior to a visit.**

#### Business continuity

Our cross-functional Steering Committee continues to assess proactive mitigation actions at all of our sites to manage our distribution and production operations. We will continue to share updates as appropriate.

## Travel restrictions

The travel restrictions we implemented early on due to the pandemic have not changed. These include **full travel restrictions** on Company business travel and a 14-day self-quarantine for those who have recently returned from travel. Our associates continue to follow all local government restrictions and any guidelines provided by our customers.

## Our appreciation

We are proud of our associates who continue to demonstrate their commitment to supporting customers and others during this unprecedented situation. Here are just two examples of how our core values of innovation, collaboration and customer-centricity in motion:

- Due to the nature of the global pandemic and the need for fast-tracking studies, we recently worked with a customer who needed to move quickly in getting their clinical trial underway. They needed a trusted solution to collect and ship their patient samples for their clinical trial. Add to this a quick turnaround. [See how our Avantor Clinical Services team helped them](#) overcome challenges and provide a custom kitting solution for their clinical trial.
- In the face of the pandemic, the Avantor Foundation enables us to go beyond what Avantor does each day to provide much-needed support to our communities, especially in times of unprecedented need. With that in mind, [we recently announced a \\$100,000 donation to Charities Aid Foundation \(CAF\) of America](#) to help organizations on the frontlines addressing the pandemic all around the globe.

Thank you for your continued trust in Avantor and our team. We are proud of the continued efforts of our associates and of the relationships we have with our customers and suppliers to work collaboratively toward achieving so much during such an unprecedented situation.

We are committed to supporting you as the pandemic continues to evolve and beyond. Please **contact your sales representative for any questions or for more information.**