

6/29/2020

To our Customers and Vendors,

As we continue to fight the Coronavirus together and continue to implement safeguards and safety measures. Our employees and customers safety is our top priority and New England Lab continues to monitor the ongoing situation and implements CDC recommendations and guidelines. Due to the COVID-19 coronavirus pandemic, we have implemented several policies for business continuity and employee and customer health.

In order to minimize exposure and prevent spreading COVID-19, we are prohibiting guests from visiting New England Lab buildings until further notice. Management must approve any operational critical visits and a COVID-19 questionnaire must be completed. We have also limited our physical contact with vendors, suppliers and customers and have implemented web based communication and meetings instead of in-person meetings to reduce potential exposure. We continue to provide as many necessary services as we safely can to keep projects moving forward and support critical laboratory environments. If an in-person meeting is necessary, we are asking everyone to please space out and do not make physical contact. A mask must be worn for precautionary measures. 6' of social distancing must be maintained and gatherings of larger than 10 people must be avoided. We have cancelled all domestic, international and overnight employee travel until further notice, and will re-evaluate the potential for travel every month.

We have implemented an enhanced cleaning policy across our facilities. All office, field and production employees are required to wipe down any common area (including shared keyboards, phones, mice, material handling equipment, company vehicles, etc...) at the conclusion of each meeting or gathering with disinfecting supplies provided in each area. We are taking extra precautions and daily cleaning common areas and surfaces (door handles, light switches, railings, etc...). We encourage our employees to continue to practice proper hygiene, and stay home and when necessary to leave home to practice social distancing by keeping 6' between them and other individuals. We are asking that all meals and food, in the office, be consumed at an employee's desk after properly washing their hands, not in any company vehicles or NEL common areas.

Should any employee encounter someone who has/may have the coronavirus, someone who has been in contact with someone who has/may have the coronavirus, they must notify the Health & Safety officer via phone and stay home. Self-quarantining and working remotely for the full incubation period of 14 days is required to ensure no possible transmission. Even if an employee has mild symptoms we are asking them to stay home and work remotely. If any employee becomes ill and exhibits symptoms of the COVID-19 coronavirus, the employee will be sent home and advised to go seek medical care and be tested.

Currently, our manufacturers are working at a slightly less than full capacity due to the current circumstances. We are continuing to monitor our product schedules in order to keep you updated of any changes. Should our vendor's capabilities become further impacted, we will immediately



notify our customers. Should you experience a change in schedule or a facility closing, please contact us as soon as you can so we can plan accordingly. We plan to stay in contact with you over the next several weeks to ensure we understand all your demand needs and to be transparent with you about our production timelines.

We are taking the current situation very seriously. We want to assure you that we are doing everything possible in order to keep our commitment to you and to meet your project schedule.

Sincerely,

New England Lab