

March 10, 2020

Subject: COVID-19 Risk Management

Dear Valued Customer:

Bangs Laboratories is monitoring the COVID-19 (novel coronavirus) situation closely and undertaking a number of measures to safeguard the health of our employees and mitigate supply chain risk. Manufacturing operations have not been impacted by the virus and we continually monitor our supply chain and plan for any irregularities.

Out of an abundance of caution, we have implemented the following steps:

- Regular communication to our workforce relaying facts about the virus, symptoms to monitor, and enhanced hygiene practices to prevent contracting or spreading the virus.
- Our entire organization is working to ensure consistent communication, risk mitigation, and resource deployment.
- Business travel has been suspended until further notice.
- All non-essential visits to our site have been cancelled; any visits require senior leader approval.
- Operations management is developing a resource matrix to leverage cross-trained personnel in various areas if workforce re-deployment is required.
- We are proactively increasing safety stock levels of critical raw materials, components, and WIP to further mitigate supply chain risk.

If you haven't done so already, we would suggest that you consider placing orders for any material requirements over the next 3-6 months so that we can plan production activities accordingly. We will continue to monitor the situation and will post any updates on our website. Thank you for your ongoing collaboration and understanding. Feel free to contact your sales representative or Bangs Laboratories customer service with any questions.

Sincerely,



Chad I. Owen
President