

Status: May 8, 2020

**Associates of Cape Cod Inc., (ACC) is committed to keeping you informed of our efforts to ensure minimal disruption to our supply chain, as well as our commitment to the safety of our employees and our customers— who remain our priority, as we continue to work through the COVID-19 situation.**

Dear Valued Customer:

As a global life science business, we are committed to supplying our customers in all markets served and, as such, are actively monitoring our supply chain for potential impacts due to escalation in the outbreak of the Coronavirus disease (COVID-19).

**Current Operations for the Following Locations:**

**Corporate Headquarters Associates of Cape Cod, Inc.**

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USA Tel: (800) LAL–TEST (525–8378) or (508) 540–3444 Fax: (508) 540–8680, [www.acciusa .com](http://www.acciusa.com)

Customer Service: [custservice@acciusa .com](mailto:custservice@acciusa.com)

Technical Service: [techservice@acciusa .com](mailto:techservice@acciusa.com)

Contract Test Service: [testservice@acciusa .com](mailto:testservice@acciusa.com)

Beacon Diagnostics® Laboratory: (800) 568-0058, (508) 444-1481 (fax)

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**United Kingdom Associates of Cape Cod Int'l., Inc.**

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Company Registration Number: BR002906

**Europe Associates of Cape Cod Europe GmbH**

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As the Coronavirus disease (COVID-19) affects more regions around the world, ACC continues to monitor the situation closely, working through Business Continuity Planning protocols and local and national guidelines to minimize the impact whenever possible to our employees, our sites and our supply. We are currently operating with essential functions only, and have implemented a global remote work policy and are following guidance outlined by the WHO, CDC and governments of impacted countries, many of which have made hygiene and safety recommendations and implemented transportation restrictions. All of our sites have relevant and approved continuity plans and are empowered to act per their local situations, as necessary.

Additionally, we will continue to work with distribution partners and carriers to meet the urgent needs of our customers working on the virus by supplying product & testing services supporting the detection of COVID-19, as well as products/services for the development of a vaccine.

### **Managing Supply Chain Risk**

ACC has mobilized a global Business Continuity Planning task force to actively evaluate the overall impact for supply chain of both our products and key raw material suppliers to reduce any potential supply disruption.

### **Travel and Meetings**

For our employee's safety and wellbeing, and in anticipation of your organization implementing guidelines as well, we have implemented a global travel ban except for cases of extreme customer support/maintenance requirements, which are being reviewed on a case by case basis. We will leverage virtual meeting technology where appropriate to continue meeting, collaborating and consulting as needed.

We are also requesting that most external visits of customers and suppliers at our sites be postponed or redirected towards virtual meeting options, further helping you to avoid travel while protecting our employees and sites from unintended disruption.

We will continue to provide you with updates as we work through this dynamic crisis. Please be safe and continue to follow your local guidance recommendations for best practices.

The Business Continuity Planning Team,  
Associates of Cape Cod, Inc.