

April 2<sup>nd</sup>, 2020

Hello all,

As the global COVID-19 pandemic continues to rapidly evolve, we wanted to reach out to update you on how our team is maintaining continuity for our customers and ensuring our team members remain safe and healthy during this critical time.

Caduceon has taken the necessary precautions in order to keep our staff and our customers safe – we have implemented new ways of accepting samples, minimized access to our facilities and employed various ways of sanitizing our work areas to do our part in combating COVID-19. We are grateful to all our employees who are carrying out their tasks admirably under these new and challenging circumstances. Because of their amazing efforts we can continue to provide safe drinking water to hundreds of communities.

At this point in time, our hours of operation and capacity to take on work has not changed. We are doing everything we can to continue the fantastic service our customers are accustomed to. If Caduceon must scale back any type of analysis/service, Caduceon will inform any affected customers immediately and provide them with solutions as best we can. We trust this will not happen, but with the ever-changing environment we are experiencing presently, Caduceon is preparing for any additional matters.

Caduceon's website has Excel versions of our Chain of Custody forms for drinking water submissions and general submissions. We would like to encourage you to use these forms to submit to your local Caduceon laboratory via email. This will lessen the need for physical paper copies, and aid in limiting further transmission of potential COVID-19 viruses. If you are a customer that has a customized Chain of Custody that has been approved by Caduceon, we are asking that you submit those completed forms via email as well. Any help you can provide in switching to this mode of submission would be appreciated – please contact your local Caduceon facility and they can direct you and help you to submit via this method.

We would like to thank all our customers for their patronage and support. We ask for your patience and understanding during this time as we continue to work diligently in providing you quality data.

Many thanks and stay healthy,



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