March 9, 2020

PerkinElmer Coronavirus (2019-nCoV) Response Plan

Dear Valued Stakeholder,

PerkinElmer is committed to ensuring the health and safety of our employees and their families, customers, and partners as the world manages through this unfortunate situation. I wanted to take the opportunity to outline our current approach to conducting safe and responsible business, including protecting employees at both PerkinElmer and customer sites, protecting customers when we visit them or host them for training, and managing our supply chain and product delivery.

Across all regions, PerkinElmer’s management teams are closely monitoring local and national developments and new regulations and guidelines daily. We will update our response plan as appropriate.

Customer Interactions: Service and Training
PerkinElmer is taking a thoughtful approach to managing customer interactions on a regional basis around the globe. In Europe and India, PerkinElmer has canceled all face-to-face upcoming training courses in our learning centers until the end of March. In the Asia-Pacific region, all face-to-face training is canceled until further notice. We are implementing virtual training where possible. In the Americas, in-person training will take place on a case-by-case basis, and customers should contact their sales representative for more information about particular upcoming training. The Commercial Learning Experience Team is closely monitoring the situation on a regional basis and will refine its strategy for future training sessions.

For PerkinElmer’s service operations, each region is following local and national guidelines around travel and hygiene to determine the impact, if any, on PerkinElmer service employees visiting customer sites.

At PerkinElmer sites, we may ask visitors to sign-in with information on their recent travel history, potential exposure risks and current wellbeing. Our sites will follow local and national laws and regulations when asking for visitor information, and likewise, PerkinElmer employees will comply with customers’ visitation policies.

Supply Chain and Product Delivery
As of the date of this letter, PerkinElmer has enough inventory on hand to fill most customer needs. However, in certain cases, we might experience a delay of a few days to a few weeks. Fortunately, we started very early in conducting a series of actions with suppliers, our manufacturing sites, and transportation companies to ensure we can most effectively produce and deliver reagents, consumables, spare parts and new instruments for our customers.

Specifically, with regards to suppliers, we have contacted all suppliers that were either located in China or that have dependencies on China. Most suppliers are already back to work and have restarted shipments.

Currently, no PerkinElmer factory is stopped due to COVID-19. Most of our manufacturing facilities serving global markets are located outside the risky zones, but we are working with them to prepare in case the situation evolves. We have enough stock to deliver during the coming weeks, and all signs from China show that we should be in recovery mode over the next several weeks. In addition, across PerkinElmer’s warehouses, we are operating in accordance with
each country’s regulations, including adapting the working conditions, while keeping continuity of our deliveries.

From a logistics standpoint, we are in regular contact with transportation companies to assess the situation and find solutions to secure our shipments and minimize the delay to our customers.

Finally, all call centers are working to respond to any request as usual. With that said, if you have other specific questions, please call your PerkinElmer sales representative or your normal customer care number.

Employees: Travel and Hygiene
PerkinElmer has temporarily banned company-requested employee travel to and from China. In addition, out of precaution due to the high concentration of people at our Turku, Finland and Krakow, Poland sites, we have prohibited outside employee access to these sites until further notice. We are also requiring all Italy employees to use smart technologies to work from home, only allowing entry to limited authorized personnel. We are taking a regional and country approach to managing travel within and across borders, based on airline and government guidelines. All of our teams have been asked to revisit the need for any in-person internal meetings across sites and/or countries that have been planned until further notice. Wherever possible, in-person meetings are being rearranged as virtual sessions. Our managers consider the safety of our employees as the top priority over business activities.

For employees who have a history of traveling and living in an area affected by COVID-19, they will be asked to follow the national guidance on precautionary self-quarantining. If an employee is exhibiting any signs or symptoms of the flu or common cold, we ask them to stay home and inform HR and their manager. Additionally, we support practicing good hygiene, including asking employees to wash hands with soap and water for at least 20 seconds, avoid touching eyes, nose, and mouth with unwashed hands, and covering coughs or sneezes with a tissue, then throwing the tissue in the trash. We follow the latest guidelines issued by the World Health Organization.

At all our facilities, we are increasing the frequency in which we disinfect offices, restaurants, laboratories, production facilities and public facilities, as well as maintaining good ventilation. Additionally, we are supplying antibacterial hand gel wherever we can.

In China specifically, we are strengthening the health management of the daily work environment, registering health information for people entering all PerkinElmer offices/parks, conducting body temperature monitoring, and only allowing people to enter when their temperature is lower than 37.2 °C. In work areas, every employee is taking personal and public health precautions, including wearing masks and washing hands frequently. In addition, we are reducing large-scale meetings and events, using telephones and videos to hold meetings. In restaurants, employees sit with more distance between colleagues to avoid crowded meals.

While these are certainly challenging times, please know that PerkinElmer is taking action to prioritize the wellbeing of our colleagues and all those we interact with around the world.

Regards,

Prahlad Singh
President & Chief Executive Officer, PerkinElmer Inc.