

## Coronavirus (COVID-19) Illumina Customer Communication

Illumina's core mission is to improve human health by unlocking the power of the genome. Many of you share those same goals. COVID-19 is truly concerning to all of us, and as the outbreak continues, here is an overview of the actions Illumina is taking to keep our employees and communities safe, and our customers up and running.

Illumina has two overarching goals during this time:

1. Protecting human health and safety by minimizing viral spread
2. Maintaining business continuity

### Protecting Human Health and Safety by Minimizing Viral Spread

As always, our priority is the health and safety of our employees, our customers, partners, and the communities we serve. To put that into practice, we are following CDC and WHO guidelines and taking global precautionary measures, such as:

- Formed an internal team, which meets daily, to monitor the outbreak, minimize health risks, and help minimize spread of the virus. This team established risk-informed operational guidelines for all sites outlining safety procedures that maintain employee wellbeing and business continuity. These went into effect on March 11.
- Going virtual whenever possible. Unless an employee must be physically present to do their job, such as those on our manufacturing teams, all employees will be working from home for the foreseeable future.
- Restricted non-essential business travel, conference attendance, in-person meetings, and have eliminated Illumina booths at all industry events.
- Augmented/Enhanced our hygiene and cleaning practices at all global facilities. In addition, we have put in place more rigorous hygiene procedures for all field-based and manufacturing employees.
- Established a Risk Assessment Form for field employee(s) to complete prior to customer visits. This informs our field employees of the safety measures at each customer site, enabling them to follow local guidelines while continuing to adhere to Illumina's health and safety requirements.
- Provide field employees with readily available Personal Protective Equipment (PPE).
- Established a process that requires employees to report if they or their household members develops COVID-19 symptoms or are being tested for COVID-19. This reporting drives risk management actions such as self-isolation, contact tracing, proactive management of close contacts, and return to work guidance.

### Maintaining Business Continuity

While Illumina is taking every reasonable precaution, we are mindful that our instruments and reagents are essential for research and patient care. Illumina is committed to supporting all our customers throughout this crisis and have done the following:

- Ensured each of our regions, our suppliers, and our logistical partners have business continuity and contingency plans in place.
- Implemented split teams and shifts to maintain manufacturing continuity while honoring social distancing.
- Built up inventory levels to ensure availability of supply and materials, working closely with multiple material sources and suppliers.
- Work closely with both preferred and back-up transportation carriers and service providers to continue shipments.
- While we are limiting non-essential travel, essential services such as installations and repairs will continue. For customers who need on-site support, our field teams will be available. These teams will adhere to our heightened precautionary guidelines: Using cars instead of air travel or public transportation and being exceptionally mindful of hygiene, including thorough disinfection procedure that every field employee has been trained on. Our teams will also follow any additional measures taken by our customers based on the local guidelines in place.

- Maintained Technical Support teams 24-hour assistance.

COVID-19 is a dynamic situation, and we are monitoring it closely. Our goal is to minimize any disruption to the important work you do, and we pledge to keep lines of communication open to coordinate the strongest possible responses. To view COVID-19 updates and recent news from Illumina please click [here](#).