

March 19, 2020

PROMEX REMAINS OPEN FOR BUSINESS

In light of the novel coronavirus virus pandemic, I felt it was imperative to let you know the status of our company. **In short, Promex remains open for business, our supply chain is minimally affected, and we are continuing to serve the needs of our valued customers while ensuring our employees are well protected from the novel corona virus.** Due to our close relationship with the biotechnology community we're uniquely positioned to play an essential role in the effort to contend with this new/novel contagion. By request of a few of our customers, we remain operating in order to 'supply other essential businesses with the support or supplies necessary to operate' in accordance with section 10.a.iv of the Shelter in Place order for Santa Clara county.

We've taken many precautionary measures, in accordance with guidance from the CDC and other local health authorities, to ensure the health and well-being of our employees. Additionally, we've put the following measures in place to help minimize the spread of COVID-19 ...

Travel: We have canceled our attendance at all trade shows and conferences until deemed safe again and have eliminated all non-critical travel throughout the company. While you may not see us outside of our offices, please understand that we are always reachable via telephone or email.

Remote Work: While most of our employees are required to be on-site to tend to our customers' products, we have identified key positions that can accomplish their daily tasks from outside of our offices and have encouraged those employees to work remotely for now.

Internal Work: We have instituted protocols recommended by health agencies to include increased cleaning, disinfecting and washing regimens.

Customer Visits: As with most of society, Social Distancing has become the norm at Promex. We are currently discouraging visitors to our office. For those essential visitors, please follow our on-site health and safety guidelines.

I will keep you updated regularly as to our overall status. Until then, rest assured that we are monitoring this very fluid and ever-changing situation on a daily basis and will continue to act with both our customers' and employees' best interests in mind.

Thank you for being a valued customer of Promex! We are open for business and are here to serve your needs!

Regards,

Michael Lopez
Chief Operating Officer