

November 11, 2020

Dear Valued Customers,

During the ongoing and still-evolving COVID-19 pandemic, please know the STERIS Life Sciences team remains in full alignment with the guidelines and restrictions ordered by the CDC and other relevant global health authorities. We are committed to the safety, well-being and health of our associates, Customers, suppliers and the global communities that we serve.

As you may know, STERIS has been classified as an “Essential Critical Infrastructure” provider to the health care and supporting industries and we have cooperated in close partnership with key government and industry organizations [to help respond to the crisis](#).

Serving our Customers remains a top priority. To reduce risk while ensuring limited disruption to your day-to-day business, we have implemented the following procedures:

Workplace and Community

- **Remote Work:** We have implemented a work from home policy for those workers who can do so, encouraging virtual collaboration, interaction and meetings.
- **Travel:** Non-essential travel has been eliminated.
- **Communication:** Information has been provided to all work teams detailing both symptoms of COVID-19 and instructions on how to proceed if they are displaying such symptoms.
- **Leadership:** Ongoing task-force meetings to monitor and adjust procedures as needed to ensure that the safety of workers and Customers’ needs are met.

Manufacturing and Technical Service Professionals

- **Manufacturing:** Global manufacturing facilities remain in production with strict protocols around entrance into the facilities, PPE, social distancing within work-teams, and both frequent hand sanitation and surface decontamination.
- **Service and Maintenance:** Life Sciences Field Service teams continue to support all global maintenance, repair, installation, certification and decontamination needs. Our Life Sciences Technical Services team is providing phone and virtual support with our standard 24-hour response time.

Product Supply and Logistics

- **Supply Chain:** Global team actively tracking raw material availability while addressing manufacturing capacity and supplier mitigation as needed.
- **Customer Service:** Carefully monitoring inventory and executing daily order processing to support our Customers’ needs. Readily available to answer any questions you may have.

Stay safe and healthy. Thank you for your ongoing support and please contact STERIS Technical Services or your Account Manager if you have questions or require additional information on managing the risks of COVID-19.