



The Diagnostic Specialist

DiaSorin S.p.A.
Via Crescentino, snc
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Saluggia, March 9th 2020

Dear valued customer,

in our efforts to support your business in the best possible way, I would like to reassure any concerns you might have on the impact of the COVID-19 outbreak on DiaSorin's ability to supply our products to you and share with you the business continuity measures which we have put in place.

As you have likely seen in the news, at this time the Italian government has introduced an extended exclusion zone in Northern Italy.

I would like to reassure you that DiaSorin is continuing production at its Saluggia site, as well as all its other sites around the world, and distributing its products without interruption. These new measures do not affect our ability to supply our products to you since the current exclusion zone rules explicitly exclude any limitation to the movement of goods both to and from the affected areas. Nonetheless, from the start of the year we have introduced a number of measures aimed to guarantee business continuity during the current COVID-19 outbreak.

In order to minimize the risk of any negative impact on our production capability we have introduced strict safety measures and contingency plans in our production facility. At the same time, we are increasing production levels to handle peaks in demand and to increase the level of our safety stock.

Our Order Entry activities are managed through two different locations, respectively in Italy and Hungary, to minimise risk and will continue working as usual. We are implementing remote access capabilities to manage potential constraints.

We have confirmed with all our logistics partners that their delivery capabilities will not be affected during this period. Delivery of goods will continue through our usual channels. Furthermore, DiaSorin has also set up a contingency plan for distribution, setting up a second distribution centre outside of Italy, which will take over some or all distribution capabilities, should this be needed.



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Should you require additional information, please contact your local DiaSorin representative.

Best regards,

A handwritten signature in blue ink, appearing to read 'A. Chinali'.

Alberto Chinali
Vice President, Corporate Marketing