

Letter from Radu Ciocan, VP of PETNET US Operations

April 24, 2020

Dear valued customer,

It has been a few weeks since I last communicated our efforts to protect our employees, our customers, and the patients that we serve. Without a doubt, this has been a challenging time for us all, but I am proud to say that PETNET continues to support your business during the COVID-19 pandemic. Here is a summary of our recent efforts and initiatives:

Efforts to safeguard our employees and facilities:

- We have extended the restriction of all non-critical visits to our facilities from vendors, our Contract Manufacturing partners, and corporate support personnel. This limits the exposure to unnecessary contact of our staff at each facility. This restriction will remain in place until further notice and will be updated as conditions change.
- We continue to screen all visitors to our facilities, including the drivers, and we prevent anyone from working if they show any signs or symptoms of illness.
- We continue to frequently clean “high touch” areas in our facilities, using appropriate agents and contact time, to further disinfect each facility in addition to our standard cleaning protocols.
- We have provided each employee with 3 reusable cloth masks for protection during work. These masks have been offered in addition to the use of disposable surgical masks which are required in many of our critical sterile processes.
- We have provided hand sanitizer for use at each facility. We have also provided personal use hand sanitizers to each employee.
- We continue to closely monitor employees who report any sign of illness. We follow our internal protocols and CDC guidelines, which require sick employees to remain at home until asymptomatic for a minimum of 3 days or until a physician provides approval for the employee to return to work. We are in the final stages of implementing temperature screening at each facility as well.
- Per CDC guidelines, we continue to reinforce hygiene and practice social distancing throughout each facility.
- We have worked tirelessly over the past weeks to secure the most critical materials needed to ensure uninterrupted supply of our products. We feel confident that we have a secure supply chain which in turn allows us the ability to serve you.

Efforts to protect delivery drivers and the delivery process:

- We have provided each driver with a cloth mask to be used during deliveries.
- We have provided hand sanitizer for driver use in the shipping areas of our facilities. We have also provided personal use hand sanitizer to each driver for use upon arrival at each drop off location.
- We continue to sanitize each delivery container with isopropyl alcohol, with an extra focus on the handles and latches.
- We have implemented protocols that limit the number of drivers allowed in our facilities at any given time to support social distance practices in the shipping areas.
- We have worked with the courier companies to ensure they follow appropriate CDC guidelines for screening drivers who report any signs or symptoms of illness.

- We continue to work with the courier companies to ensure that your local requirements for deliveries are respected.

More than anything, I want you to know that you are a valued customer, and that we consider our provision of healthcare a partnership. I understand that in the weeks to come, there will be an increased demand for patient scans that could not take place over the past weeks. PETNET stands committed to providing the needed capacity to meet patient demand with extended hours and weekend service where requested.

One of the pillars of our Organizations' Value Proposition is "*Partnership Delivering Outcomes*". I cannot think of a time where this value, our core value at PETNET, will be more relevant than in the weeks and months ahead. Have confidence in us that we will deliver on our promise so you can do the same.

Please contact me directly, the PETNET facility or sales manager in your area, or the PETNET Customer Care Team (877.473.8638) with any questions or concerns.

Best regards,



Radu Ciocan

radu.ciocan@petnetsolutions.com

