

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, Illumina remains vigilant in our mission 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 at a regular cadence to monitor the outbreak, minimize health risks, and help minimize spread of the virus. We have established risk-informed operational guidelines for all sites and employees that drive a high level of precautionary measures to maintain health and safety and business continuity.
- Going virtual whenever possible. Unless an employee must be physically present to do their job, such as those on our manufacturing and field service 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 to be completed for each site the field employee(s) will need to visit. This enables our field employees to be informed of the safety measures at each customer site, and follow them as a supplement to the Illumina health and safety requirements.
- Providing field employees with readily available personal protective equipment (PPE).
- Created clear paths for employees to receive COVID-19 tests as needed upon report of symptoms, close contact with a known positive case, or other high-risk activities.
- Established a process that requires employees to report to our environmental, health and safety department if they or their household members develop symptoms or are being tested for COVID-19. This reporting drives risk management actions such as self-isolation, contact tracing and communication, 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. That means finding the right balance and continuing our operations. Illumina is committed to supporting all our customers throughout this crisis and has done the following:

- Implemented split teams and shifts to maintain manufacturing continuity while honoring social distancing.
- Conducted senior-level meetings with many of our key suppliers of raw materials and components to ensure continuity of supply through these challenging times.
- Maintained a strong Supplier Risk Assessment Program, acute to the ever-challenging and changing conditions of our supply base.
- Identified distribution and logistics risks and implemented various risk-mitigation strategies, including those risks associated with carrier capacity, and the availability of dry ice and other packaging supplies.
- Adjusted our safety stock levels of key materials and products to mitigate the risk of demand volatility

- Prepared our manufacturing and supply chain teams with contingency plans to adjust to possible challenges in the short-term supply and demand.

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](#).