

**DATE:** 24 March 2020  
**SUBJECT:** Nelson Labs - Sustaining Operations and Change Control Notice (North America)

Dear Clients,

There is an unprecedented shortage of personal protective equipment (PPE), gloves, masks and lab supplies used in global healthcare due to the COVID-19 event. At Nelson Labs we are working to minimize our consumption of these critical supplies while sustaining our customer service and test capabilities to continue our mission of *Safeguarding Global Health*.

#### **What This Means For Nelson Labs' Customers**

- **Ready To Test:** We remain operational as an essential part of the healthcare supply chain
- **Supply Management:** Some material substitutions or usage alterations will be implemented
- **Lab Network:** Test services may be shifted within our accredited lab network to meet demand

#### **Lab Supply and Material Change Control**

To ensure business continuity we are taking the following actions related to lab supplies and materials effective immediately:

- Issuing change control QE# 22001 for lab supplies and materials due to COVID-19 shortages
- Performing a quality and science review of supply and material changes with each lab area
- Sourcing and using substantially equivalent materials with documentation
- Minimizing consumption by reducing supply use and implementing reuse, where possible
- Documenting any change of lab supplies or materials to ensure traceability

While we have qualified many alternative supply types and sources it has become necessary to go further in our attempt to keep our labs open. This requires us to keep our people safe while making some operational accommodations.

Nelson Labs is committed to sustaining lab operations to the highest standards of quality and science our customers have come to expect from us. Thank you for your support and understanding.

*John S. Bolinder*

VP, Operations - North America  
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