



COVID-19 UPDATE

March 23, 2020

Dear Valued CRL Customers, Vendors and Partners

As are most companies, Clinical Reference Laboratory is closely monitoring the events pertaining to the COVID-19 crisis. Our top priority is the health and safety of our associates and the individuals, clients, and communities we serve. As we continue to respond to the challenges presented by this rapidly changing situation, we wanted to provide a brief update here.

We remain ready to serve you. We have activated our business continuity plans, which means that we have instituted additional measures to protect the health and safety of our employees and ensure that we can continue to serve our clients to the greatest extent possible.

We are committed to working through this transition and maintaining the service levels for which we are known. Our employees are stepping up to meet this challenge.

As it stands today, the adjustments we have made, and will continue to make, have enabled us to process samples without disruption. You have our assurance that our laboratories continue to operate at the highest standards as accredited and certified by numerous regulatory organizations.

Never before has the CRL promise been more meaningful; ***“Serving the life behind each sample”***. We will make every effort to keep you informed as circumstances change. We look forward to continuing to serve your needs as we all work together to make the best of this challenging situation. I am certain we will emerge together from this crisis, stronger and ready to serve our clients going forward into economic recovery.

Our management and associates are ready and available to assist you in any way possible. Thank you for your business and continued support, and I hope you and your families are staying safe and well.

Sincerely,

Bob Thompson, President and CEO