

March 23, 2020

Micromeritics service engineers visit customer sites every day to maintain products and provide services. We are complying with local government guidelines and recommendations to ensure the safety of our employees and customers. We are making every effort to maintain continuity in our operations.

In order to make sure these visits can continue safely; we're taking some extra precautions to protect people:

- Firstly, our engineers will only enter your site when it's absolutely necessary to maintain or service your products. If we can do that without coming in – and we often can thanks to telephone/video conferences and even face-time – then we will.
- That said, if we do need to service onsite, we'll be taking some extra precautions:
 - We are asking our customers' staff to respect a 2 m distance to our employees during the visit.
 - Public transportation is prohibited for our service engineers.
- On the day before the visit, our engineers will email the following questions to follow our visit compliance statement:
 - Has anyone at the site or family members been diagnosed with COVID-19, has been asked to self-isolate, or has been travelling to a coronavirus high-risk area or country in the last 14 days?
 - Is anyone at the site suffering from flu-like symptoms?

You are kindly asked to respond and confirm these questions by the end of the business day.

- On the day of the visit, our service engineer will call ahead and confirm with your staff that the situation has not changed overnight.

These measures will help to keep the visits safe for everyone.

In case of any service-related questions, feel free to contact us at:

- North America: servicehelpdesk@micromeritics.com
- BENELUX countries: micromeritics.benelux@micromeritics.com
- France: sav@micromeritics.com
- Austria, Germany, Switzerland: micromeritics.de@micromeritics.com
- United Kingdom: micromeritics.uk@micromeritics.com

Please help us protect people and thank you for your understanding.

Best Regards

Micromeritics Instrument Corporation