



March 21, 2020

Dear Valued Customer,

Sterigenics is dedicated to protecting patients, communities, healthcare workers and employees and ensuring their safety in the workplace. Given the importance of the services that we provide, we are also committed to implementing necessary business continuity plans as needed to guarantee ongoing service for our valued customers. The coronavirus (COVID-19) situation is evolving quickly and is being monitored closely. As State Governors implement “stay in place” mandates for all “non-essential” employees, we want to reassure you that we are working with local state authorities to confirm the “essential” nature of our Sterigenics operations in the fight against the COVID-19 crisis. **As such, all Sterigenics facilities globally continue to operate 24x7 and we are prioritizing the sterilization of essential supplies needed to address the coronavirus crisis.**

Additionally, we have taken the following steps to secure our operations to continue to meet your sterilization needs:

- Each sterilization location is employing an adjusted shift schedule to minimize overlap between teams.
- We have added health screening of employees and family members, increased sanitation stations and enhanced cleaning protocols of high-risk areas throughout all of our facilities globally.
- We have shifted all possible non-operations staff to work-at-home status to increase social distancing, and to minimize the risk to the rest of the team.

Our continuity plan is constantly being re-evaluated by our team and we are taking all measures we can to minimize the risks associated with this outbreak—without negative impacts or disruptions for our customers.

Please know that we realize the products you produce are as important as the patients and healthcare workers they represent. That is why we are committed to working through this challenge as seamlessly as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Macnabb".

Phil Macnabb

President, Sterigenics

A handwritten signature in black ink, appearing to read "Kathy Hoffman".

Kathy Hoffman

Global EH&S, Sotera Health