



April 14, 2020

Message regarding EMD Serono and COVID-19

Dear Partner,

Over a short period, our environment has dramatically changed due to the COVID-19 situation, and this has impacted all of us in different ways. Rest assured, during this time, EMD Serono is committed to our patients, customers and the fight against COVID-19.

EMD Serono is doing our part to maintain physical distance and minimize the spread of the virus. At the same time, we are committed to ensure that our medicines, products and services continue to reach the patients and customers who rely on them. As of today, EMD Serono remains open as we are categorized as an essential service by the Government of Ontario; however, our employees are working from home and leveraging digital technologies. As the health and safety of our patients, customers and employees are our top priority, our patient support programs (Momentum and adveva™) remain fully operational and available to patients that require assistance. In addition, to help flatten the curve all business-related travel has been stopped, and as a result, our employees will connect with customers virtually, rather than in-person.

During this time, we will continue to provide support along with supplying our products with the usual promptness to meet the needs of our patients and healthcare providers. At this point, there is no interruption to our supply. We have a network of operating manufacturing sites across the world. We are fully committed to you, our partner and will continue to support our patients by bringing our innovative therapies and treatments to Canadians.

In addition to our dedication to patients, EMD Serono has been actively involved in the fight against COVID-19. We provided a supply of medical gloves to a Quebec hospital, along with a financial donation to the Innovative Medicines Canada (IMC) COVID-19 Fund to assist in the fight against the virus. This contribution already helped fund the purchase of 100,000 masks for Canadian healthcare workers.

Thank you for your partnership. If you have any questions, please do not hesitate to reach out to myself, your EMD Serono representative or our Medical Information Team at 1 866 791 2334.

Stay safe and healthy,

Gaby Murphy
President & Managing Director



EMD Serono

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