



March 16, 2020

Message regarding EMD Serono and COVID-19

Dear Partner,

As you are aware on Wednesday, March 11, the World Health Organization (WHO) classified the COVID-19 outbreak as a pandemic. From a public health perspective, EMD Serono is taking preventative actions to support efforts to minimize the spread of the virus and at the same time, 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, however we encourage our employees to work from home and leverage digital technologies. Our team is well equipped to conduct our business seamlessly through these channels. As the health and safety of our employees is a priority, employees will not travel via mass transportation (e.g., air or rail) to conduct business meetings and will connect with you virtually rather than in person.

I also want to assure you that our sites and manufacturing partners have activated their business continuity plans to ensure the supply of medicines and products. We have a network of 18 operational sites across the world and at this point we face no interruption to our supply. We therefore continue to supply our products and respond with the usual promptness to the needs of healthcare providers and patients in Canada.

Our team is fully dedicated to our customers and patients as this situation develops. We will not pause in our work and continue to support our patients by bringing our innovative therapies and treatments to Canadians.

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.

Regards,

A handwritten signature in black ink, appearing to read "Gaby Murphy".

Gaby Murphy
President & Managing Director



EMD Serono

emdserono.com

EMD Serono is a business of Merck
KGaA, Darmstadt, Germany.

200 – 2695 North Sheridan Way
Mississauga, ON L5K 2N6
Tel.: 905 919 0200
Fax: 905 919 0299