

Dear Valued Clients & Partners,

As a **provider/supplier to essential critical health infrastructure**, we will continue to remain open and operate at critical capacity during the escalating COVID-19 outbreak in the U.S.

We recognize that our dosimeters are worn by radiology department technicians and other medical personnel in hospitals and other health care/public health organizations, as well as other industries, to help safeguard personnel from undetected radiation hazards each and every day. This is even more critical during emergency situations like the one we are currently facing.

You can count on us—before, during, and after this crisis—to maintain our products, services, and operations in full support of each and every one of our end users. Like you, we will remain on the front lines—delivering personal radiation monitoring dosimeters, processing and monitoring dose exposures, and supporting your radiation monitoring programs as we have done for over 60 years now.

Rest-assured that we continue to take every precaution to actively reduce the risk of exposure and ensure the safety of our employees, customers, partners, and vendors, including:

- Restricting access at all our facilities to essential employees and vendors only;
- Suspending all non-essential business travel, making use of phone and video conferencing instead;
- Extra cleaning and sanitizing (a few times a day) of our common areas;
- Instructing employees to make frequent use of extra hand sanitizer stations as often as possible;
- Enabling office-based employees to work remotely from home;
- Implementing alternative and staggered work schedules that enable essential onsite employees to work varying shifts so as to decrease face-to-face interactions and increase the social distance of staff who must work in our manufacturing, shipping, operations, and technical departments;
- Requiring employees who are or feel ill to stay home, make use of their sick time, and focus on their wellness (employees exhibiting any symptoms at work are immediately sent home and encouraged to get tested);
- Helping U.S.-based employees limit potential exposures in physician offices, urgent care centers and pharmacies by waiving copays (through our healthcare partners) for:
 - » Telemedicine visits for any reason (virtual doctor visits);
 - » All diagnostic tests relating to coronavirus (COVID-19);
 - » Home delivery of prescription medicines;
 - » 24/7 access to crisis response and nurse help lines.

Additionally, we continue to actively engage with all our suppliers to track the availability of supplies and raw materials and address any foreseeable supply delays and work-arounds to limit interruptions in the continuity of our supply chain.

As forward-thinking innovators, I would like to remind you that we have already pioneered new, safer and more sanitary personal radiation dosimetry products that help to reduce the risks of cross-contamination, including:

- Switching to one-time-use blister packaging for our [TLD-BP](#) and [Apex \(BeO OSL\)](#) badges; and
- Eliminating the requirement to collect, return, process, and redistribute badges every wear period with our wireless [Instadose+](#) and [Instadose2](#) personal radiation dosimeters featuring anytime on-demand (push the button on the back of the dosimeter) and automatic (calendar-set) dose reads.

CALL US to learn more about these options: (800) 251-3331 or (949) 419-1000.

As COVID-19 represents a rapidly evolving and changing dynamic, we will continue to assess and update you as the situation unfolds. Be safe and be well.

Sincerely,
Lou Biacchi, President
Dosimetry Services Division