



We Value Your Partnership

Dear Neogen Customer,

We wanted to take a moment and provide an update to our beef family as we are all currently navigating unprecedented territory. At Neogen, we are adapting daily or as needed as this situation continues to evolve and we're sure you are doing the same. During this critical time, we would like to emphasize our commitment to you as a customer and offer assurance that we will continue striving to avoid any interruptions in services to the best of our ability.

Additional actions we have taken at our global facilities to best ensure the safety of our employee's during this time are as follows:

- Anyone who is not handling samples or considered essential to lab operations is working remotely until further notice.
- The distance between work stations has been extended within the facility for essential lab personnel.
- There is no overlap between lab shifts during this time and the entire lab is sanitized and cleaned in-between shifts.

Neogen Corporation has been designated as a critical infrastructure company as defined by the Department of Homeland Security. It is with this information at the forefront of our minds, we are currently operating and dedicated to receiving, processing and reporting results as efficiently and quickly as possible.

Questions?

Should any questions or concerns arise during this time, please do not hesitate to reach out to us either by emailing our customer service team at igenity.support@neogen.com, or by contacting your local territory manager.

You may find your local US territory manager's contact information [here](#).

We appreciate your business and continued patience and look forward to hearing from you soon.

Your Neogen Family



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