PRODUCT COMMUNICATION

Dear Customer,

We at Greiner Bio-One take our commitment to the healthcare, research, biotechnology, and pharmaceutical industries seriously and continuously strive to maximize production and supply efficiencies. However, we regret to inform you that the rapid rise of the Omicron variant of COVID-19 has further hindered our efforts to provide consistent supply. This new variant is once again changing demand for the types and volumes of products that are needed and is further intensifying pre-existing factors related to the pandemic, such as:

/ Unprecedented supply chain disruptions creating logistical issues for both global and domestic carriers (including labor shortages, equipment shortages and increased shipping demands).
/ Overwhelming demand at third-party sterilization plants creating slower than anticipated return of sterilized products.
/ Distributor issues (we strongly recommend contacting your local Greiner Bio-One account manager first regarding any product availability issues).
/ Occasional operational issues due to short term labor shortages during COVID-19 infection or quarantine and extended lead times for raw materials.

We continue to invest and implement long term resolutions to these current supply issues, including:

/ New North American warehouse to open in the first quarter of 2022, increasing daily shipping capacity.
/ Increased staff and production schedule.
/ Increased production capacity in 2022 in North America, and in Greiner Bio-One sites worldwide.

During these unprecedented and challenging times, Greiner Bio-One strongly recommends conservation of our products whenever possible. In addition, please note that the delivery dates provided on Order Confirmations are estimates and will vary due to logistical issues and manual allocations to ensure fair share allotment of products. Lastly, we are asking all customers to plan for approximately 30 days for orders to ship from the receipt of an Order Confirmation.

We understand the impact that the COVID-19 pandemic is having across all areas of our industry and we aspire to provide the high-quality products expected by our customers in a timely manner. Please note that your local Account Manager is available to assist in answering questions.

Best regards from Greiner Bio-One,

A.C. Marchionne
President of Sales and Marketing