

ThermoFisher
SCIENTIFIC

Navigating the Coronavirus Outbreak

Corporate Incident Response Team
March 2020

The world leader in serving science

Supporting our customers, colleagues, and communities during public health crisis

In alignment with our Mission

- Our Mission is to enable our customers to make the world healthier, cleaner and safer
- We have obligations to ensure the safety of our colleagues, continue supporting our customers, and leverage our capabilities to address the public health concern
- Our approach focuses on four categories to ensure updated information is being used to make critical decisions that support our stakeholders



Globally Coordinated Response

Regional incident response teams providing daily updates to global team



Comprehensive Site Preparedness

Enhanced cleaning protocols, visitor policies and stringent preventative measures



Employee Training & Communication

Restricting travel, encouraging remote work, and instituting social hygiene protocols



Business Continuity Planning

Robust review of BCPs for all businesses and regional operations

Risk mitigation, responsible preparation and minimization of business impact

Corporate Incident Response Team

Incident Response Teams in Americas, EMEA, APAC

EHS

HR

Security

Operations

Communications

Operating Mechanisms:

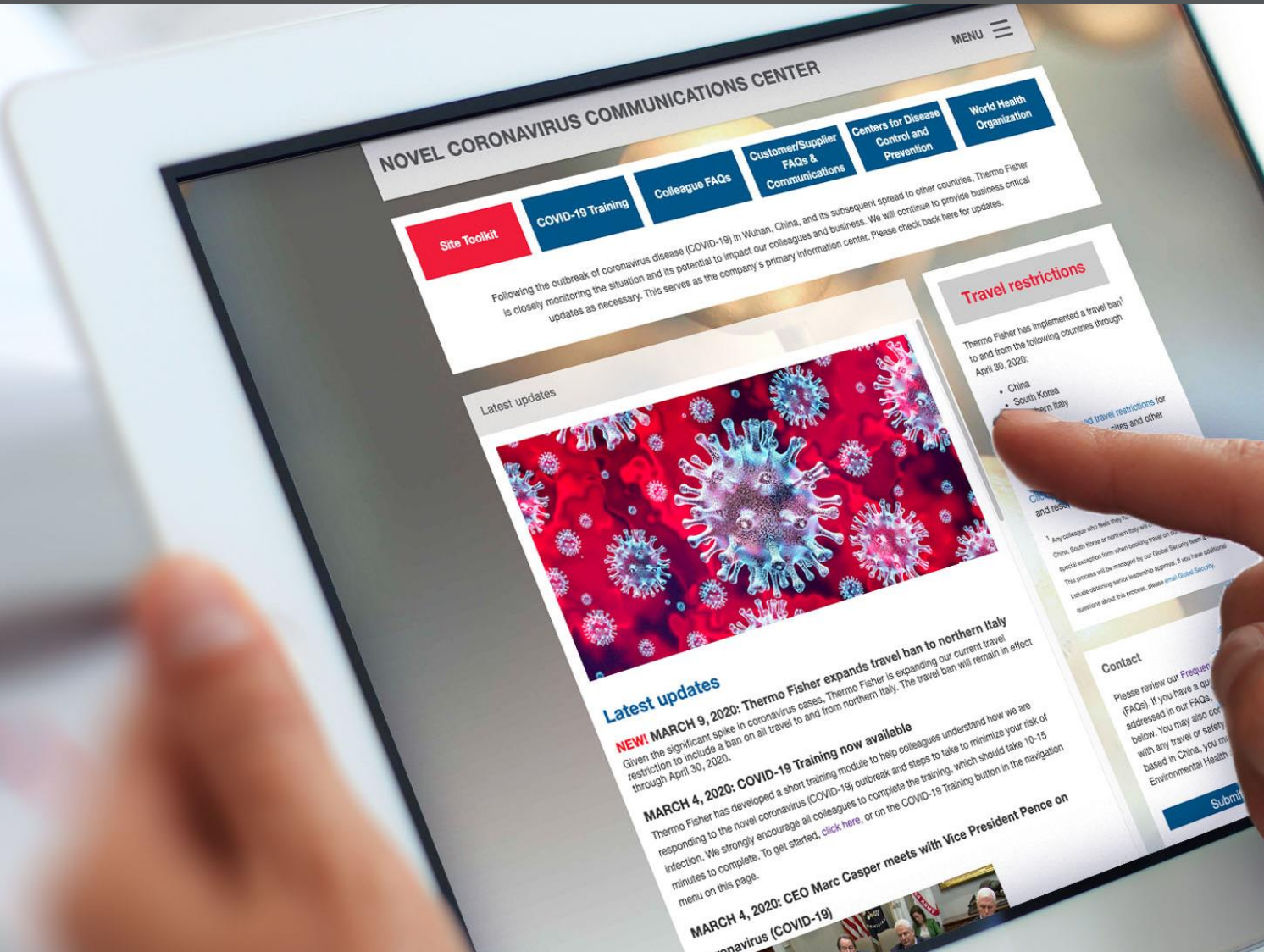
- Corporate Incident Response Team
- Three regional Incident Response Teams
- Daily meeting cadence reviewing new incidents
- Simple process for receiving updates
- Site leader training and communication updates
- Outside panel of medical, health and safety experts

Outcomes Achieved:

- Best practices used for exposure risk assessments
- Eliminated silos of information
- Consistent decision-making process for policy changes and risk assessments
- Ability to shift resource focus from prevention to containment or recovery as needed
- Confidence at the site level in mitigating and managing risk

Company-wide intranet site with up-to-date information

- Comprehensive toolkit for site leaders
- Real-time information for employees
- Resources to manage customer and supplier inquiries
- Links to global agency guidelines



Comprehensive communications resources to ensure current information is easily available

Business continuity planning

Business continuity plans in place at all levels – from sites to regions – with daily escalation and tracking

Coordinated working groups and workstreams to assess risks, e.g. site exposure, supplier risk, logistical risk

Weekly company leadership team updates

- Tracking of supplier capacity and mitigation of disruption in focus regions and global pulsing of supplier risks
- Status on PPE supply for customers and production sites
- Tracking and active mitigation of critical logistical routes to customers and from suppliers
- Proactive preparation of sites in accordance with business continuity plans, e.g. hygiene, separation of teams, etc.
- Visitor and travel management

Striving to achieve uninterrupted supply to customers for critical materials

Best practices for on-site service partners

Guidelines Provided to Customer-Facing Teams:

- Know and respect visitor requirements for customer sites
- Diligently track any visits to healthcare centers
- Avoid shaking hands
- Stay home if you're sick
- Wash hands frequently



Leveraging Capabilities to Support Customers:

- Expansion of digital remote support for instrument service
- Acceleration of augmented reality tools for FSE work
- Prioritization of critical tasks and personnel support
- Rapid expansion of diagnostic system installation capacity



Awareness of customer protocols and focus on social distancing best practices

COVID-19 response: three successful outcomes

Operations



- Thermo Fisher sites lead by example in avoiding contamination
- Rapid adjustments to how we operate as a global company to minimize risk and maintain normal operations

Colleagues



- Employees provided with updated information to avoid exposure and ensure overall health and wellbeing.
- Thermo Fisher employees conduct themselves in ways that minimize transmission

Supply Chain



- Thermo Fisher businesses continue to meet customer expectations for product supply and availability
- Customers are provided with clear and updated information about the status of their critical items

Thermo Fisher is committed to ensuring safety of colleagues, customers and communities

Thermo Fisher: A history of impact in responding to public health crises

Protection

Comprehensive PPE portfolio to protect researchers, first responders and healthcare workers

Analysis

Leverage leading genetic and cellular analysis, immunology and histology tools for categorization

Detection

Rapidly develop, manufacture and distribute diagnostic tests for viral detection

Production

Support customers with priority production of vaccine candidates and clinical trial logistics

Making a difference

- COVID-19
- Ebola
- H1N1
- SARS
- Zika



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ThermoFisher
S C I E N T I F I C

thermo
scientific

applied
biosystems

invitrogen

 fisher
scientific

unity
lab services

patheon



Our Mission is to enable our customers to make the world healthier, cleaner and safer

Industry-leading scale

- Unparalleled commercial reach
- Expanding global footprint
- Unique customer access

Unmatched depth of capabilities

- Leading innovative technologies
- Premier productivity partner
- Deep applications expertise
- Comprehensive services offering