

Ian Roulstone

Managing Director

Scientific Laboratory Supplies

22-23 Nottingham South & Wilford Industrial Estate,

Nottingham

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Stevenage, July 22nd, 2021

RE: Availability of Eppendorf Consumable Products

Dear Partner,

Following up on our recent conversations, we would like to renew our total support for the quality of service provided to all your European customers, with particular attention to the United Kingdom, where you are a significant player.

The COVID crisis has drastically changed our management methods for our production sites as well as our stock management methods in our logistics centers in Germany, Holland and UK. Crisis teams have been formed to deal with this and are working on quite new improvement and replacement products when this is possible.

Demand for our single-use consumables has increased by +30% over the past 18 months, both in the COVID diagnosis and in Medical Research in general.

Since the start of the COVID crisis, our Board has made major investments ensuring new production capacities - especially in our Oldenburg factory in Germany - for our single-use products (Tips, Tubes and Plates). The beneficial effects of these investments are already making themselves felt in July, but they will still require several more months to completely satisfy European and global market demand.

We are aware of the delays in deliveries caused by this unprecedented situation and assure you that in order to support your Sales and Logistics teams on a daily basis, the Scientific Laboratory Supplies organisation in the UK is the focus of all our efforts.

In a spirit of complete transparency with end users of Eppendorf products, we encourage you to share this letter with your customers, if you consider this to be necessary.

Your teams will be regularly informed of the status of your orders and of the solutions being put in place to return to normal operations.

Yours truly,



Bas POIRTERS

Vice President Sales Northern Europe



Jenny O'CONNELL

Sales Zone Director UK & Ireland