

Ortho Clinical Diagnostics: Business Continuity update

Dear Valued Customer,

The safety of your patients and the uninterrupted, effective operation of your laboratory is Ortho's top priority. We are committed to continuous improvement in operations to ensure you get a frictionless experience, so that you can focus your attention on the best possible patient care.

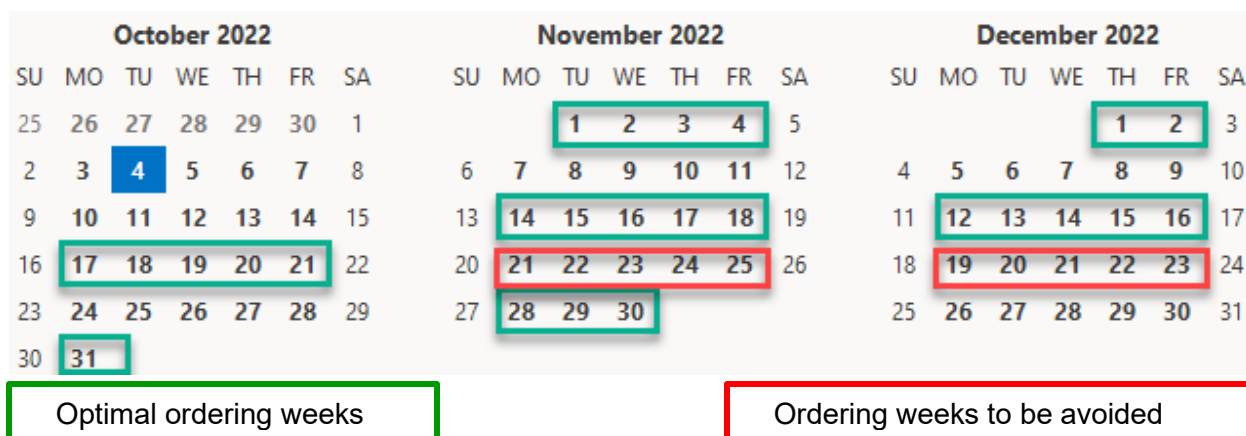
In the recent months, we assessed our operational infrastructure, delivery performance, and customer experience. This resulted in numerous investments to improve business continuity and resiliency of our operations. The following investments have been made in the last 12 months:

- Increased the level of raw materials and finished goods inventories in the U.S. to act as a buffer to unexpected supply chain delays.
- Secured additional sources of supply of materials and consumables.
- Invested in increased manufacturing capacity through the purchase of additional manufacturing equipment and the inclusion of additional shifts at select manufacturing sites.
- Implemented automated sales order notifications providing frequent status updates and increased resourcing to ensure timely support.

We continue to work diligently on improving continuity of delivery and services through the winter months. Our efforts to generate operational capacity at the Memphis distribution center through the winter include:

- Strengthened our distribution leadership team and increased staffing across all shifts, resulting in a 30% increase in capacity to support changes in demand patterns.
- Implemented performance-related recognition system to ensure attrition levels remain low.
- Our Raritan, NJ manufacturing facility has now been equipped to ship all Red Blood Cells (RBC's) directly to customers in the event of an emergency.
- Expanded logistics carrier network to avoid the risk of shutdown by a single carrier.

As you may be aware, during the winter holiday season, supply chains and distribution channels have historically been congested resulting in service delays. To ensure the best possible experience throughout this period and allow you to focus on patient care, we encourage you to closely manage your on-hand inventory levels and to consolidate your orders to be submitted in the weeks highlighted in green below. Additionally, we recommend that you minimize submitting new orders during the weeks of 11/21 (Thanksgiving) and 12/19 (Christmas) to minimize risk of late deliveries to your laboratory.



Ortho has worked diligently to improve order tracking and transparency over the past 9 months, and we sincerely hope that you are experiencing this improvement firsthand. You can further enhance your experience by making use of our Self-Service option, [Store Front](#) for instant access to your orders, order status, tracking numbers, packing lists, and more. If you have any questions or need additional support, please contact Customer Service.

Thank you for your continued support of Ortho Clinical Diagnostics. Ortho is now a part of QuidelOrtho and we are working to leverage the collective infrastructure to enhance our supply chain resiliency and improve the experience you receive from QuidelOrtho.

Sincerely,

Mike Abney
President, North America

Contact Information

US Customer Service | (800) 828-6316

Hours: 8:30am – 6:30pm EST Monday – Friday

US-CustomerService@orthoclinicaldiagnostics.com

BD-E01236