



March 23, 2020

Dear PacBio Customers,

As we communicated to you on March 16th, the San Francisco Bay Area went under a shelter-in-place directive, which has now been expanded to cover all of California and affects PacBio headquarters. At that time, we made the immediate decision to continue to support our customers with reagents needed for COVID-19 related research, but to cease all other shipments until we could fully understand the details of this new directive.

While we are honored to be able to support our academic, governmental, and commercial testing customers across the globe with their urgent needs related to COVID-19, we understand that there are many other high-priority research needs in human health, and other fields, that may suffer significant setbacks without access to sequencing reagents.

We immediately implemented a work-from-home policy for all employees with the shelter-in-place announcement. Since then, we have been working to establish the necessary protections and protocols to balance our employees' health and safety during this heightened time of concern and our ability to ship products to our customers. **Starting this week, we will have a limited team of employees onsite to manufacture our products and fulfill your orders, both for continued support of COVID-19 research and for other customer needs, which is in compliance with the biotech exception of the directive.**

We apologize for any interruption in supply you may have experienced, and we will make our best efforts to fulfill and ship all orders for PacBio consumables starting today, Monday, March 23rd. For customers with pending purchase orders, our Sales Operations team will reach out to you in the coming days to confirm your shipment dates and ensure your facility will be able to receive the shipments. **For now, we will be limiting outbound shipments to Mondays only, which means all orders must be in by end-of-day the previous Thursday in order to be filled the following week.**

We will continue to provide remote support for all customers and onsite support where possible. Instrument parts may be available for shipment if required. There may be delays in our on-time service response, as our FAS and FSE teams are being advised to limit air travel and to comply with

all local regulations.

We are dedicated to supporting your important research during this challenging time. Thank you for your patience as we determine the safest way for our employees to continue supporting you. If you have any questions or concerns, your local account team are happy to help.

Best Regards,



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