

March 16, 2020

Dear Valued Customer,

We recognize the importance of consistently delivering quality products to our customers, even in trying circumstances. We want to provide you with an update regarding the coronavirus (COVID-19) outbreak and what we at Cell Signaling Technology (CST) are doing to maintain the continuity of supply of our products to our customers around the world. We have a long history of delivering quality and innovative products to our customers and we want you to know that we take our responsibility to you seriously.

The health and safety of our employees, our visitors and the communities in which we operate are our top priority. We have already implemented multiple measures to keep our employees and business partners safe, and at the same time to minimize any disruption to you: scientists and labs using our antibodies to accelerate biological understanding and enable personalized medicine. We are monitoring the situation closely and following the guidance of the Centers for Disease Control and Prevention (CDC) and governmental authorities around the world.

Our core portfolio of primary antibodies, conjugates and immunoassay kits are manufactured by CST in the United States at our Massachusetts manufacturing facility. A small number of additional products are sourced from US-based vendors. We are working closely with our critical suppliers to identify and mitigate risks in the supply of materials to manufacture our reagents and other products that we supply to you. In addition to the substantial product inventory in our global warehouses, we also maintain significant stocks of bulk finished goods material in our US-based manufacturing facility.

Because of the above reasons, CST is able to support providing our products to our logistics partners with minimal staffing for an extended period of time. As long as our logistics partners continue to operate timely, we will strive to maintain the same level of delivery service to you, our customers. In addition, our global Customer Service, Technical Support and Sales teams are encouraged to work remotely to provide our customers with the level of service that you have come to expect.

We will continue to monitor the situation closely and notify our customers of any changes that impact the supply of CST products. We have created a web page you can visit for the most up to date CST information regarding COVID-19, www.cst-science.com/covid.

If you have any questions, please do not hesitate to reach out. A full listing of local contact information can be found at www.cellsignal.com/contactus.

Sincerely,



Craig Thompson, Ph.D.
Sr. Vice President, Global Operations
Cell Signaling Technology, Inc.



Darcy Birse, Ph.D.
Chief Commercial Officer
Cell Signaling Technology, Inc.