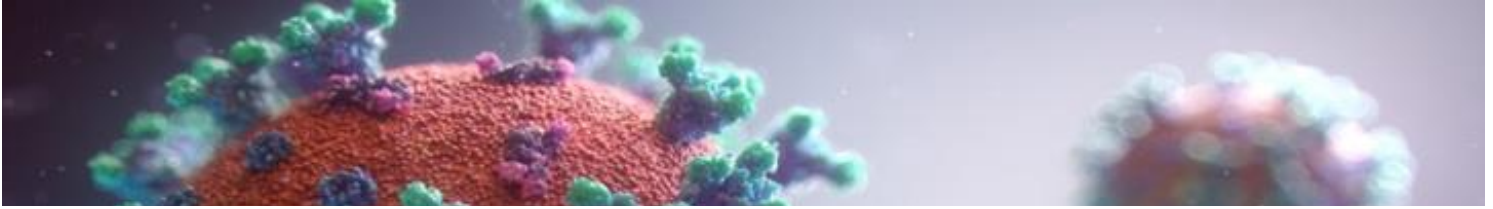


COVID-19 Customer update



Dear customer

As we all navigate through these unprecedented times, we want to update you on the steps Matrix Diagnostics have taken to ensure our continued service in providing testing to essential services in the UK covering safety critical, healthcare and other key industries.

The health and welfare of both our employees and your employees is our priority. We have taken steps in-house to ensure safe working practices both in our offices and laboratories. Some of these steps include issuing face masks to staff, introducing cleaning stations to all staff areas and reconfiguring our office space to maintain social distancing rules.



We have also introduced antibody testing so that all staff members are tested when arriving at our laboratory. This has provided much reassurance for our team along with the other safe working practices we have introduced.

Over the last few weeks, we have also taken new precautionary measures by introducing enhanced testing procedures to our UK field based team of Collection Technicians to help prevent the spread of the virus and to ensure our team and yours are protected.



Collection Technicians have been equipped with PPE and comprehensive guidance on collecting samples during these challenging times.

Many of our clients work in safety critical roles where routine and emergency testing is still a requirement and so this new guidance has provided reassurance to both our staff and our clients that testing is being conducted following strict guidelines to minimise the risk of infection while allowing continuity of service.



In terms of our service to you, these are some of the things we are doing:

- **Our laboratory is testing Urine, Oral Fluid and Hair samples daily and continue to report results within our usual fast turnaround times**
- **Our office team are available to take calls, process orders and help with enquiries**
- **All customers are receiving orders via our next day courier service. There is no delay to our order processing**
- **Technical support is available as normal. Some of our staff are working remotely to ensure we adhere to our office distancing rules. Your call may be transferred to one of our remote teams depending on your enquiry**

- **New procedures have been implemented for testing using appropriate PPE and following new guidelines**
- **Our warehouse team have been switched to staggered working hours to ensure distancing rules when processing and dispatching tests**

In addition to this we are also supplying a new COVID-19 Rapid Antibody test. This product is both CE marked and MHRA approved for Professional use and is used to detect IgG and IgM antibodies. For further details please get in touch.

Lastly, we would like to thank all of the staff and teams working across the NHS, Health & Social Care, Drug Treatment, Education, Food Distribution, Transport, Utilities, Key Services and everyone who has contributed to helping those affected by COVID-19 and those ensuring that the UK continues to function during these difficult times.



If you have specific requirements or needs, please don't hesitate to get in touch. We are here to help.

Thank you