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Dear Valued Customer,

At Leiters, the health and well-being of our customers, employees, and communities is our top priority. We understand the concern and uncertainty you may be experiencing surrounding the coronavirus (COVID-19). We are committed to being responsive to the needs of our customers and employees as the situation evolves.

We have not experienced any operational disruption to date. However, the situation is evolving, and we are committed to taking immediate action if necessary, and to continue with open communication.

We have created a “Coronavirus Action Team” to monitor the situation and communicate and reinforce good hygiene practices consistent with, and exceeding, the Centers for Disease Control and Prevention (CDC) and other health organizations.

Moreover, we are consistently and diligently:

- Monitoring our supply chain to ensure consistent supply of critical medications, active pharmaceutical ingredients and components.
- Reinforcing proper employee hand hygiene.
- Evaluating the health of our employees.
- Implementing enhanced facility cleaning and disinfection practices above and beyond our already robust processes.
- Installing additional hand sanitization stations throughout the facility.

For our employee’s safety and the safety of others we have made the decision to suspend all non-essential travel and allow most office employees to work remotely. We will be eliminating all non-essential in person meetings and instead utilizing online virtual meeting technology. This temporary business change will not in any way disrupt our business operation or customer support.

We have not identified any risks to our business to date, but the situation is fluid based on available information. We remain committed to provide critical medicines to our customers and are taking every precaution for the safety of our customers and employees.

We understand this situation is top of mind for all of us right now. We’re closely monitoring the situation and following guidance from both local and national public health officials and government agencies. We will update you as this situation evolves. Please don’t hesitate to reach out with any questions at 800-292.6772 or [info@leiters.com](mailto:info@leiters.com)

Regards,

*Robin Smith Hoke*

Robin Smith Hoke  
President and Chief Executive Officer

Leiters, founded in 1926, is an FDA-registered 503B outsourcing provider of high-quality ophthalmology and hospital-based compounded sterile preparations. Our team of experts in sterile pharmaceutical manufacturing, repackaging and compounding provide a sophisticated understanding of what it takes to elevate quality and consistency of supply in outsourcing. We combine our team, our robust processes and our state-of-the-art facilities to ensure the highest quality products and services. For more on how we are elevating the standards in pharmaceutical outsourcing visit [www.leiters.com](http://www.leiters.com)  
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