CORNING

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Amsterdam, 3 February 2021

Dear Distributor,

Like many suppliers in the life sciences industry, Corning is currently experiencing longer than usual lead times due to unprecedented global demand for laboratory products. Demand from research, diagnostic and biopharmaceutical labs is particularly high given our collective fight against COVID-19.

We are taking multiple specific actions to expand our capacity and manage orders and shipments to deliver your products as soon as possible. We are working closely with our raw material suppliers, who are experiencing similar pandemic-driven challenges and working hard to manage very high demand.

We are maintaining a steady flow of deliveries, however, many products are on a rolling backorder schedule. Depending upon the product category, the delay could range from weeks to months for most of 2021.

We apologize for this temporary situation. Returning to normal service levels is our number one priority. Please know we are working as quickly as possible to increase our capacity and restore our level of service to pre-pandemic levels. Thank you for your business, patience and support.

Best regards,
For and on behalf of Corning B.V.,

Nils Kan
General Manager

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Current situation United Kingdom

Dear Distributor,

The United Kingdom ("UK") continues to experience logistics challenges, resulting in a fragmented supply chain and ongoing delays to the movement of freight.

This is due to the continued impact of COVID-19, as well as the recent UK exit of the European single market on 1 January 2021.

Road freight services between the UK and the European Union ("EU") are currently still facing a considerable degree of disruption as a result of the new border procedures, customs documentation requirements and COVID-19 health checks. The increased turnaround time of trailers influences availability of trailer capacity, drivers and transport costs.

Although the situation is improving we expect that that cross-border trade will remain unstable for the near future as truck movements between the EU and the UK are still only at 62% of last year.
We are working hard with our transportation service providers to secure (additional) capacity which will allow us to clear the backlog we are facing.

With regards to air freight, we have unfortunately experienced delays as well impacting our cold chain supply chain. We are working with our main service provider, who are temporarily at capacity constraint due to their involvement in the distribution of COVID vaccines, on a solution. In the meantime Corning will use the services of an alternative service provider to cater for bulk shipments of products requiring temperature controlled transportation.

We apologize for the inconvenience as we work to clear the backlog. Our team is working hard to make sure all shipments reach their destination as soon as possible.

For and on behalf of Corning B.V.,

Nils Kan
General Manager