

March 1, 2021

Dear Customers,

Our priority continues to be the health, safety and well-being of our employees, customers and partners while continuing to serve our customers and other stakeholders. We have had a full business continuity team in place for some time now and they are working day and night to ensure we continue to deliver the technology, service, support and expertise you rely on Waters to provide.

As a result of these efforts, we do not have any immediate supply or distribution concerns as of the date of this letter and have enough inventory to fill most customer orders through the next several weeks. However, some orders may experience longer lead times of a few weeks

Since the Coronavirus (COVID-19) outbreak, we have been proactively assessing the situation and any potential impact to our supply chain. Our global supply chain team continues to work closely with our supply base across the world to mitigate potential risks and place expedited orders for items with extended lead times. Our global logistics team has also been working closely with our transportation providers to put action plans in place to minimize disruption to our distribution network.

We continue to partner with our supply base to actively monitor the situation and mitigate any potential risks as the overall situation remains dynamic.

In the meantime, if there is anything, we can do to support you during this time please feel free to reach out to your regular Waters or TA contact. We will continue to keep you updated as the situation evolves, and we wish you and your families the very best during this time.

Thank you,



Dan Welch
Senior Vice President, Global Operations



Joyce Yoon
Senior Director, Manufacturing Operations