



## **Dear Customers, Suppliers and Thermo Electric community,**

While our world is living through an unprecedented health situation with the COVID-19 pandemic, I wanted to reach out and keep all of our business partners informed about Thermo Electric's course of action.

First, on behalf of the entire Thermo Electric family, we would like to thank all medical professionals and all health organizations who are working around the clock to fight this new disease and protect our entire communities. In parallel, our hearts go out to all persons whose families have already been impacted by the virus.

At Thermo Electric, the safety and health of all our colleagues and their families remains our top priority. Over the last weeks, we have implemented the CDC guidance in order to keep our workforce safe. As a result, all our colleagues who are not directly involved in the manufacturing of our sensors are working from home. Thanks to our global IT Cloud system, they can continue to operate with our standard quality of service and responsiveness. Regarding our technicians and supervisors who cannot work remotely, they continue their normal operations under the very strict CDC's guidance. To be more safe, we ensured that all technicians' work stations are set-up to respect the mandatory safety distance among all our team members. Last but not least, we are not accepting any visitors within our premises until further notice.

**As a result, Thermo Electric is currently operating normally without disruption during this COVID-19 pandemic.**

We will continue monitoring the World Health Organization and CDC instructions. Accordingly, we will swiftly and prudently take all the necessary actions to protect our teams and our communities.

As we go forward into this uncharted territory, we will provide updates as often as necessary and we will continue to do our utmost to protect our employees, our customers and our business.

Be safe!

Sincerely,  
Pierre-Emmanuel Lucq  
Chief Executive Officer, Thermo Electric