

Dear colleague,

As with every service provider in this difficult period, we are keeping the risks of COVID-19 under constant review. Because we are part of a global company, we are following guidance provided both by the UK government and additional information from our Igenomix headquarters in Spain.

We are constantly planning and preparing for the potential impacts of the ongoing pandemic. Currently we are running **business as usual**. To protect you, your patients and our staff, we have suspended all in-person visits. Instead, we are offering video calls and webinars.

In case of an extreme scenario where the laboratory and support staff must stay at home, we are putting contingency plans in place to ensure that any samples being received here are stored or processed appropriately. We are working with the courier teams to ensure that the service will run as smoothly as possible during this time.

We will inform you of any changes that may arise. We can assure you that we will do all that we can, circumstances permitting, to ensure that samples are dealt with appropriately. In the event of significant imposed restrictions, the most likely impact would be increased turnaround time.

We also request that you keep us updated of any changes to your services for planning and logistics purposes.

If you have any specific questions or requests for training webinars, please do not hesitate to contact us at [support.uk@igenomix.com](mailto:support.uk@igenomix.com).

Kind regards,  
Igenomix UK Team