

CADUCEON, the COVID-19 and You

March 16th/2020

Hello all – this is just a quick note to touch upon a few things that Caduceon is doing to control/lessen the impact of the COVID-19 pandemic, what you can expect from us currently and what we may require from you.

At Caduceon Environmental Laboratories the safety and well-being of our employees and our clients is always a priority. We recognize the important role we all play in doing our utmost to minimize the transmission of the COVID-19 virus. We are actively monitoring the COVID-19/Coronavirus situation and taking steps to help keep our staff, our clients and our communities safe.

Our commitment to our customers and our communities

The role our network of laboratories plays in providing analytical data (particularly drinking water) is incredibly important in times like these. At this time, we see no immediate need to curb our staffing, which in turn, would alter our turnaround times. We fully anticipate providing analytical services as always as the situation currently stands. We have new protocols in place at Caduceon for anyone who has encountered those people infected with COVID-19, as well as those traveling to both high risk regions of the world, and areas deemed low risk. We will be enforcing self-isolation (i.e. 14 days or more) for any employee that falls into those categories.

Our analytical network of laboratories are still working at full force to provide you the quality data that you have grown accustomed to. The COVID-19 situation appears to be a dynamic one and could change for the better or worse, in the upcoming days, weeks and Health officials are monitoring and updating as quickly as they can. Caduceon will continue to run as per normal, but should we encounter any in-house cases which could potentially jeopardize our ability to run samples, we will do our best to keep you informed and provide you with our proposed solutions to these issues.

What we ask of you

We are taking every precaution to ensure the safety and health of our communities, but we may need your help, mainly patience should the situation worsen. As mentioned above, we will be proactive with what we can as we continue to observe the ongoing state of affairs. We appreciate your tolerance and understanding should we undergo changes that may affect your submissions.

Thank you

As always, thank you for being a client and for your continued trust as we manage through this time together. Be calm, make rational decisions and maintain vigilance as we work towards stemming this chaos and try to return to our 'normal' way of conducting business.

Should you have any further questions or concerns, please contact your local laboratory Manager/Supervisor and they will do their best to answer your questions. On behalf of Caduceon and our hard-working staff – we wish you health and strength.

Stay well,



Damien John Gilbert

Chief Executive Officer