



March 25, 2020

Dear Valued Customer:

Thank you for your recent inquiry regarding business and quality systems at IDEXX Laboratories. Your inquiry may have been in the form of a questionnaire, survey, self-assessment report or other communication method. This letter is intended to provide information as our response.

IDEXX Laboratories is a worldwide leader in the development and commercialization of innovative, technology-based products and services for veterinary, dairy, and water quality applications. These products and services include veterinary diagnostic test kits and instrumentation, veterinary practice management software, veterinary reference laboratory testing services, milk safety and water quality tests and instrumentation. Our revenues exceed \$2 billion dollars annually. We employ over 9,000 people worldwide in over 150 locations. We pride ourselves with community involvement and environmental impact awareness.

IDEXX is headquartered in Westbrook, Maine, USA, which is the primary location of our product research and development and product manufacturing. We also manufacture products through subsidiaries in Switzerland, France and the United Kingdom, and through contract manufacture sites throughout the world. Our largest distribution centers are located in Memphis, Tennessee and the Netherlands, with other centers located globally.

IDEXX conducts operations under an integrated management system that is customized by product line, in order to meet differing requirements for our various product and service markets, and as a result of the diversity of our geographical locations. Among other requirements, IDEXX complies with applicable provisions of the United States Code of Federal Regulations (CFR) in the development, manufacture and distribution of our products and services. These provisions include 21 CFR part 11 & title 21, 9 CFR Subpart E (veterinary biologics), and applicable provisions of 21 CFR Part 58 (reference laboratory research studies). Products manufactured under our license from the United States Department of Agriculture (USDA) are labeled with our veterinary license number 313. In addition, our manufacturing and distribution facilities in Westbrook, Maine; Memphis, Tennessee; Switzerland and the United Kingdom are registered to ISO 9001. Our U.S. corporate headquarters and our manufacturing facility in France are registered to ISO 14001 for management of environmental impact. For our Water line of business the testing laboratory in Westbrook, Maine is registered to ISO 17025. See addendum pages for site-specific details and attached certificates.

If you have further questions about IDEXX quality and management systems, please contact us at 1-800-548-6733 or by our website [IDEXX.com](http://IDEXX.com).

Sincerely,

Keri Seitz, Global Director of Quality Assurance

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