



February 7, 2023

Dear Valued Partner,

We are excited to share that BIOTECON Diagnostics GmbH has completed the integration into Hygiena® organization and paved the way for expansion of R&D, commercial, laboratory services and manufacturing capabilities to best support our customers and partners. A key goal of the integration is to effectively leverage the inherent value of our brands within and across Hygiena group of companies. What this means is BIOTECON Diagnostics GmbH will be retired, and Hygiena® Diagnostics GmbH will be the new company. In parallel, there will be changes in the branding and ordering process as outlined below.

BIOTECON Diagnostics products will be branded as and sold by Hygiena under this new name. Given this structure, our plan is to realign our brands and we are excited to share that FOODPROOF®, MICROPROOF®, ROBOPREP®, STARPREP® products will now be consolidated with our BAX® System product portfolio and sold by our new Hygiena® Diagnostics GmbH entity. VETPROOF® products will now be consolidated with our BioChek, A Hygiena Company, animal health product portfolio. We are committed to advancing One Health Diagnostics™ and delivering on our mission to create innovative diagnostics for a healthier world.

Our goal is to support you to make the transition to our new company name as seamless and convenient as possible. We **want to assure you that the quality, availability, and performance of our products will not be impacted by the integration.** Some components are to be relabelled or renamed, and the packaging will now reflect Hygiena branding, but there will not be any interruptions or changes to the specifications, suppliers, manufacturing processes, continuous product supply, or customer service in connection with the rebranding.

Please note the following changes below:

Ordering information and process:

- Effective February 15, 2023, all inquiries, quotes, purchase orders, invoices and shipments will be processed by Hygiena Diagnostics GmbH.
- Purchase orders shall be sent to Hygiena Diagnostics GmbH via CustomerService.GER@hygiena.com
- Company address will remain the same: Hermannswerder 17, 14473 Potsdam, Germany
- Managing Director/Geschäftsführer: Steven Nason, John H. McAlpine
- Commercial Register No./Registergericht: AG Potsdam HRB 16635 P
- **Bank details remain the same:**
 - Commerzbank | IBAN: DE33 1008 0000 0841 8688 00 | BIC: DRESDEFF100
 - Deutsche Bank | IBAN: DE30 1207 0000 0495 400 400 | BIC: DEUTDEBB160
 - VAT/UST-ID: DE 812676834

Customer Service- Orders and Logistics:

Email: CustomerService.GER@hygiena.com

Technical Support and Laboratory Services:

Email: TechSupport.EMEA@hygiena.com



Please update your records with the new email addresses. For the remainder of this calendar year, emails sent to our existing BIOTECON Diagnostics email addresses will be automatically forwarded to the new mailbox, so we will continue to receive your emails. Replies from our teams will come from their new Hygiena email addresses automatically and may also come from their BIOTECON email addresses during this time. There are no changes to our phone numbers.

Branding:

In the coming months, you can expect to see changes in branding across Safety Data Sheets (SDS), COC/COA, user manuals, and instructions.

- **Product names and catalogue / product numbers:** BIOTECON product names and catalogue numbers will be adapted and become part of the Hygiena portfolio. Hygiena uses a “smart part number” for all its kits and consumables. These part numbers are in the process of being assigned. All products retain their existing catalogue / product item number(s) and will remain in our system.
- **Packaging:** BIOTECON products will have Hygiena branding including but not limited to labels, product literature, and boxes. We expect that for some time, kits may include a mix of both labels.

Websites:

The current BIOTECON domain: www.bc-diagnostics.com will redirect you to our Hygiena website: www.hygiena.com by March 1, 2023.

Please know that customer satisfaction is the central focus of Hygiena, and we strive to ensure the highest quality products. We have taken care to minimize any disruption this may cause to your business.

If you have any further concerns, please do not hesitate to contact us via the Customer Service phone or email. We are happy to assist you and are pleased to have your support and continued cooperation throughout this exciting journey of positive development.

Sincerely,

A handwritten signature in black ink that reads "Amanda Manolis".

Amanda Manolis
Vice President, Global Marketing