

**Avantor, Inc.**

Building One, Suite 200  
100 Matsonford Road  
Radnor, PA 19087

January 23, 2019

Dear Valued Customer,

Today marks an exciting development for Avantor as our integration with VWR proceeds. Our versatile and innovative portfolio of services, including services delivered under VWRCATALYST, becomes **Avantor Services**.

This change represents the next step in Avantor's journey to become a fully integrated enterprise, and it confirms our focus on the continued expansion of our services to improve productivity, increase efficiency, and accelerate innovation globally. We will continue to offer and develop a wide range of specialized services to help you solve complex challenges.

**Building on what we do best**

During the past 40 years, our services organization has built a reputation on consistent, comprehensive mastery of day-to-day operations, helping lab, clinical, and production environments focus their high-value resources on core scientific priorities and solve complex problems with our expert support.

As your needs have evolved, so have our capabilities. Today, Avantor Services represents established excellence in scientific operations, an integrated portfolio of solutions, and over 2,200 associates around the world who are dedicated to helping you achieve peak efficiency, quality, and speed to market. Our services include:

- Onsite services
- Avantor MarketSource
- Equipment services
- Clinical services (including EPL Archives, MESM, and Therapak)
- Digital solutions

Learn more about our services today at [vwr.com/avantorservices](http://vwr.com/avantorservices).

**Phased Implementation**

Over the next weeks and months, as we retire the VWRCATALYST brand and introduce Avantor Services, we will begin converting the visual identity of our services across all platforms, including our websites, marketing materials, documentation, signage, and the uniforms worn by our onsite associates. Additional resources will be dedicated to ensuring a smooth and effective transition. Let me assure you that these changes will not impact the quality of services that you expect or the focus and dedication of our teams.

As always, if you have any questions, concerns or feedback, we are eager to hear it. Please speak with your sales representative or services manager, or you can email us at [questions@avantorinc.com](mailto:questions@avantorinc.com).

On behalf of Avantor's global team of more than 12,000 associates, I want to thank you for your business and your trust in us.

Sincerely,

Christophe Couturier  
Executive Vice President  
Services, Strategy, and Business Transformation