Measures / Best Practices Adopted by Industry to Combat COVID-19 outbreak

As on 23 April 2020
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COVID-19 Update – CCI’s Advisory to Businesses in Time of COVID-19

In our update dated April 15, 2020 (https://www.azbpartners.com/bank/covid-19-implications-under-indian-competition-law/), we had highlighted reports of companies “joining hands” to fight COVID-19 when there are no specific exemptions regarding the application of provisions of the Competition Act, 2002 (‘Competition Act’), and that any coordination between entities could be considered to be in violation of the law.

In a welcome and important development in this regard, the Competition Commission of India (‘CCI’) issued an Advisory to Businesses in Time of COVID-19 (https://www.cci.gov.in/sites/default/files/whats_newdocument/Advisory.pdf) on April 19, 2020. By way of the Advisory, CCI has recognized the need of businesses (including those in provision of critical healthcare and essential commodities) to coordinate certain activities, including by way of sharing data in relation to stock levels, timings of operations, sharing of distribution network and infrastructure, production, transport and logistics to ensure continued supply and fair distribution of products.

The Advisory, however, emphasizes that the Competition Act has the following “built-in safeguards” to protect businesses from sanctions for coordinated conduct and these will continue to guide the decisions of the CCI:

i. the presumption of an anti-competitive agreement does not apply to efficiency-enhancing joint venture agreements; and

ii. the CCI is required to review factors such as accrual of benefits to consumers, improvement in production or distribution/provision of goods and services and economic development while assessing competition law issues.

That being said, CCI will only consider coordinated conduct that are necessary and proportionate to address concerns arising from COVID-19 as benefitting from the in-built safeguards in the Competition Act. The Advisory further cautions that businesses taking advantage of COVID-19 to contravene the Competition Act will not be able to claim protection from sanctions.

This guidance issued by CCI provides some much needed clarity and relief to businesses while considering any collaborations/coordination between entities during the pandemic.

Date: April 20, 2020
Hyundai Motor India Foundation (HMIF), the CSR arm of Hyundai Motor India Ltd. (HMIL) has announced immediate order of COVID-19 Advanced Diagnostic Testing Kits from South Korea. These Advanced kits have a very high level of accuracy and can help serve over 25000 People. Post receiving the shipment the kits will be distributed in consultation with Center and State Governments to the hospitals in affected areas.

Commenting on the initiative, Mr. SS Kim, MD & CEO, Hyundai Motor India Ltd. said, “Hyundai as a responsible and caring brand has always been at the forefront in community services. As part of our global direction - ‘Progress for Humanity’, Hyundai is committed to support the Government of India’s spirited fight against the COVID-19 crisis. Our contribution towards supplies of Advanced Diagnostic testing kits will help over 25,000 People.”

“We will continue to monitor the situation closely and support the Indian Government with multi-layered CSR initiatives to bring back normalcy at the earliest” he added.

Hyundai had also announced initiatives to support customers in these challenging times. Hyundai’s 24X7 roadside assistance will be available for customers to ensure help in case any demanding situation arises. Additionally, customers who were unable to avail vehicle’s Warranty / Extended Warranty / Free Service due to Health Emergency or Dealership shutdown in affected cities, HMIL will offer extended support of 2 months.

HMIL has deployed more than 1000 Doorstep Advantage Bikes / Emergency Road Service cars from Dealers to reach customers for assistance in case of emergency and minor repairs.
Samsung India Fully Committed to the Country’s United Resolve against Covid-19

Samsung is committed to work together with the people of India in this hour of difficulty. Over the last few days, our teams have engaged round-the-clock with various governments, local authorities, and healthcare professionals to prepare a broad and meaningful strategy to win this battle together. We have already implemented some of the tasks, and will roll out more over the next few days and weeks.

As a first step, Samsung has begun supporting local authorities in the states in their preventive drive to combat the spread of the epidemic by providing thousands of Preventive Masks and Personal Preventive Equipment (PPE) kits to hospitals.

The PPE kit is an essential preventive healthcare utility and each kit includes: Surgeon Gown, Face Mask, Gloves, Preventive Eye wear, Hood Cap and Shoe Cover.

In addition, Samsung will also be providing a large number of Infra-red Thermometers and Public Addressal systems that can be used by the authorities at hospitals and at other facilities. Along with these, Air Purifiers that are vital to improve the ambient air quality in medical facilities, are also being provided.

Samsung is also supporting local police in providing cooked food packets to local communities around its manufacturing facility.

While we take these first steps, we continue to engage with the Government and local administrations to assess how we can further contribute during these times, to make our efforts effective and meaningful.

At Samsung, the health and well-being of our colleagues, partners, their families, and the community, is a top priority. All Samsung India employees across sales, marketing and R&D functions are working from home.

Samsung has a large partner network in India. We are in regular touch with our partners, and we will work with them to safeguard their business interests.

In these trying times, our commitment to serving our consumers remains intact. Given the current situation, we had to suspend operations at our service centers and customer call centers. We are full of hope that our Service Vans will soon be back in action, covering the diverse terrain of India and reaching your doorstep.

Until then, we urge consumers to connect with us through our online Live Chat feature (https://bit.ly/2wPfyRl) for any product queries or email us (https://www.samsung.com/in/support/email/). Consumers can track their repairs at: https://www.samsung.com/in/support/your-service/track-repair/

We would like to end with a salute to all professionals working tirelessly on the frontline of this battle.
LG ELECTRONICS INDIA EXTENDS SUPPORT TOWARDS COVID-19 CRISIS

- Have joined hands with Akshaya Patra to serve over 1 million meals
- Will donate consumer durable products to the hospitals allotted for quarantine/isolation wards

NEW DELHI, 30th MARCH 2020: LG Electronics, India’s leading consumer durable brand pledges support towards India’s Fight against COVID-19. Reaffirming its commitment towards people of India, LG announces several initiatives to help the community in every possible aspect. Due to the nation lockdown, there are a huge number of migrant laborer’s and daily wage workers who are struggling each day and yearning for essentials to survive. LG takes up the responsibility in partnership with Akshaya Patra Foundation, to serve meals to all these people across India. Akshaya Patra Foundation is seeking active support to expand its food drive, to help the same LG will be sponsoring over 1 million meals.

In addition to this and with an aim to provide basic amenities to the doctors and patients, LG India is also donating products to the hospitals allotted for quarantine/isolation wards. The brand will cover 10 state hospitals to further enhance the set-up by providing Water Purifier, Air Purifier, TV and Medical Monitors. Several State Governments have appreciated LG Electronics support to fight against this pandemic.

Commenting on the initiatives, Young Lak Kim - MD -LG Electronics India said, “In these precarious and uncertain times, LG India believes in helping and supporting the Government & citizen of India with a meaningful contribution. We are supporting Akshaya Patra to help provide over a million meals to those who are affected by this necessary Lockdown in order to fight the Coronavirus. It is extremely unfortunate that so many people in the country are going hungry and are unable to secure survival means for their families. We are also providing range of our products for various states hospitals set up for COVID-19. Our initiative is designed to help those in need and contribute to society, at this critical juncture in a positive way. We will further monitor the situation and accordingly align our CSR endeavors.”

Spokesperson from Akshaya Patra said, “Our endeavor is to help the Government & citizens in current situation. Hunger is a big challenge due to lockouts & massive
number of people need to be addressed. We are extremely thankful to our corporate partners like LG India for being a strong support by providing over a million meals to people in need during this lockdown. We will continue to work together and serve people in this uncertain situation.”

With the rise in confirmed cases of COVID-19, LG has taken a pledge to support India’s fight against the pandemic. LG is committed to offer active support to people in need in this current situation.

About LG Electronics
LG Electronics India Pvt. Ltd., a wholly owned subsidiary of LG Electronics, South Korea was established in January 1997 in India. It is one of the most formidable brands in consumer electronics, home appliances, IT hardware and mobile communications space. In India, LG has earned a premium brand positioning and is the acknowledged trendsetter for the industry. LGEIL’s manufacturing unit at Greater Noida is one of the most eco-friendly units among all LG manufacturing plants in the world. The second Greenfield facility is located at Ranjangaon; Pune has the capacity to manufacture LED TV’s, air conditioners, washing machines, refrigerators, and monitors.

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India's foremost integrated supply chain and logistics infrastructure solutions provider

Our Solutions During COVID-19 Pandemic for Importers and shipping line
ARSHIYA’ S SOLUTION

• At Arshiya, we understand the problems that has been caused to the companies because of sudden lockdown due to COVID-19 Pandemic

• There has been lot of containers congestion at JNPT/CFSs near JNPT and at ICDs in NCR due to various reasons

• Our FTWZ facility at Panvel, Near JNPT and at Khurja, near Delhi in NCR are operational as per the notification issued by the Government

• We are ensuring all the health and safety measure issued by Government of India/WHO and other competent authorities in both our facilities
ARSHIYA’S INTEGRATED SERVICE ADVANTAGE – ASSETS

Free Trade and Warehousing Zones

Domestic Warehouse

Inland Container Deport

Rail and Rail Infrastructure

3PL
Problems Vis-à-vis Solution for Containers congested at JNPT and ICDs in NCR

Current Challenges during Lockdown

- Lack of labour
- Problem in transportation
- Congestion of containers at Ports/CFS/ICD

Benefits

- ZERO GROUND RENT at Arshiya’s facilities in order to decongest JNPT Port/CFSs near JNPT and ICDs in NCR
- Transportation of containers from ports to decongest them
- De-stuff containers into warehouses (FTWZ) freeing empties for further movement of cargo
- Lifting the container from port itself and deliver this service satisfactorily in current situation
Solution for Containers congested near JNPT and Delhi NCR

• Movement by Road from JNPT/CFS near JNPT and by Road or Rail from current ICDs to Khurja ICD
• De-stuff cargo in either JNPT or Khurja FTWZ without payment of duty
• File BoE only for the cargo that needs to move out and pay duty accordingly, movement of cargo and duty payment can be staggered as per requirement
• Return empty containers to Shipping Lines ASAP on arrival at FTWZ
• Avoid penalties of detention and demurrage
Value Proposition for Shipping Line near Delhi /NCR

- Movement from current ICD to Khurja ICD (with client consent)
- De-stuff cargo in FTWZ without payment of duty of the client (with client consent)
- Client to file BoE only for the cargo that needs to move out and pay duty accordingly, movement of cargo and duty payment can be staggered as per requirement
- Empty containers in circulation ASAP on arrival at Khurja
- Efficient Supply Chain and planning for arrival and departure of ships
Thank You

Let’s partner to fight COVID-19

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Mumbai, India; April 21, 2020: Cipla Limited (BSE: 500087; NSE: CIPLA EQ; and hereafter referred to as “Cipla”), today announced an INR 25 crore fund to support the Indian Government’s efforts to effectively combat the COVID-19 pandemic. This includes a voluntary donation of approximately INR 3 crore from Cipla employees who have stepped forward in this hour of national need. Through its wide-ranging relief efforts, the Company is focusing on initiatives that have the maximum impact and reach. It is currently supporting public health institutions, frontline healthcare workers, vulnerable patients and communities struggling in the aftermath.

Of the INR 25 crores set aside for COVID response, the Company has announced a donation of INR 9 crore to the PM CARES Fund. In addition, Cipla has announced a donation of INR 8 crore to different State authorities. These contributions will help to further several immediate and long-term relief efforts that the country needs to combat the size and scale of the crisis it is confronted with. Over and above, Cipla Foundation, the social responsibility arm of Cipla, has committed INR 4 crore towards COVID response programmes, many of which are already underway. The Company has also allocated INR 4 crore towards the supply of essentials including medicines, personal protective equipment, sanitizers, masks, gloves and food. Cipla is committed to combating the crisis on multiple fronts:

Caring for patients
The company has implemented a spate of stringent safety measures in line with social distancing norms so that manufacturing and distribution of essential medicines can continue despite challenges of remote working. Employees have been working at manufacturing locations and depots, driven to uphold the interest of patients in these difficult times. Additionally, Cipla has also launched a toll-free helpline to assist its patients in procuring essential medication across therapies from pharmacies and healthcare institutions. Through its Foundation, the company has been supporting public health and charitable hospitals to manage the crisis and serve vulnerable patients in need. Since Maharashtra is one of the worst affected, the Foundation has partnered with several hospitals in Mumbai to strengthen the state’s healthcare infrastructure to tackle the pandemic. Towards this, the organization has supported the setting-up of a COVID-19 24/7 testing laboratory at JJ Hospital that will benefit over 4,000 patients as well as the city’s only isolation ward for pediatric patients suspected of having COVID-19 at the BJ Wadia Hospital for Children. The Cipla Palliative Care & Training Centre in Pune continues to offer 24/7 care to patients and families during this challenging time.

Caring for the healthcare workforce
To safeguard frontline healthcare workers, the Company is supplying essential items like masks, PPE, gloves and sanitizers to over 10,000 doctors, paramedics and associated institutions including tertiary municipal and district hospitals. Webinar series are also being organised through industry bodies like the Indian Chest Society, International Diabetes Federation to equip healthcare workers with necessary information on the pandemic. Through its Foundation, the company is aiming to connect doctors and healthcare workers across India with the AIRMS and ICMR led knowledge network on COVID-19 through ECHO India—a technology-based knowledge sharing platform. These online facilities, the first in India for the pandemic, will be set up at leading government and medical colleges.

Cipla stands strong with India in the battle against COVID-19

- Sets-up an INR 25 crore ‘Caring for Life’ COVID-19 dedicated Fund to support patients, the healthcare ecosystem and communities. Includes contribution from employees towards this compassionate cause.
- Launches a spate of relief efforts for advance testing, to safeguard healthcare providers and extend humanitarian care to communities with supplies of medicines, essential hygiene items and food.
Cipla Foundation continues to partner with organizations on the ground as well as with the local administration to reach those most in need.
**Best practices followed during the Covid-19 situation**

We are pleased to share the best practices followed by Barclays India during the lockdown announced on account of the Covid-19 situation.

**For Society**

We are committed to helping the wider community deal with the current unprecedented social and economic crisis caused by COVID-19, and in preparing for recovery in its aftermath.

Barclays has announced a £100m COVID-19 Community Aid Package to support the communities where we live and work impacted by the outbreak. The Package has two components:

- The **Charity Partners Programme** is a corporate contribution of £50 million, which will be donated to, and deployed via, a variety of charities in our major markets, working to support vulnerable people impacted by COVID-19, and in alleviating the associated social and economic hardship caused by the crisis; and

- The **Colleague Matched Donations Programme** is a £50 million commitment by Barclays to match personal donations/fundraising by our employees to individual charities working to support vulnerable people impacted by COVID-19, and in alleviating the associated social and economic hardship caused by the crisis

**For Colleagues**

Our colleagues have been at the heart of almost all our decision making. Their wellbeing and safety remains our top priority irrespective of any crises, and Covid-19 is no different.

- We have facilitated work from home for almost 90 per cent of our colleagues. They have been equipped with necessary hardware and technology to continue operations in a seamless manner.

- Being an essential services provider to global banking and financial services, a small number of colleagues have been working in an alternate designated area. This is either in another location altogether or at the WAR (Work Area Recovery) site designed as per our Business Continuity Plan.

- We are taking all necessary precautions including availability of masks, adequate safe distancing and sanitization measures for the colleagues mentioned above

- There are restrictions on public transport in many cities. We have made transport arrangements for the small number colleagues working on-site, whilst maintaining social distancing rules there too.

- We have partnered with experts to help colleagues in handling issues related to mental health/stress under our Employee Assistance Programme (EAP). The experts are available 24x7
to those who feel they could benefit from a conversation to deal with mental health issues during difficult times

- With such a large number of colleagues working from home, many of them have started sharing stories about the “new normal” of working for the office regularly from home surrounded by family and often, pets. This gave us an opportunity to create a platform on our intranet where they can share their story in the form of an article, video or even a simple photograph.

- Regular communication on lockdown status, health and hygiene, and prescribed safety norms on the basis of government advisories and notifications are shared with employees

- Townhalls by, and business updates from, global senior management keep employees apprised of the evolving situation

For Clients / Customers

The Covid-19 situation has been as tough on our clients and customers as it has been for us. They too have been facing similar challenges, and in such times, our endeavour is to be as close to them as possible

- Seamless transfer of hardware and technology to alternate locations/residence of employees to avoid any disruption to client related activities.

- All channels of communication are availed of for Relationship Managers and business teams to address any client issues.

- Regular communication with clients on recommendations/changes in guidelines suggested by regulators/government

- Prompt roll out of the moratorium program as per RBI’s instructions. Our relationship managers are in active engagement with clients to help them navigate through these uncertain times.

- Proactive communication to clients on potential of fraud in the Covid-19 situation and steps that they need to follow in case they come across such a situation

- List of Dos and Don’ts shared with employees to ensure compliance with regulations and processes on all client related matters
Oracle’s commitment to our customers and partners during the COVID-19 crisis

Now more than ever, it’s critical that we make it possible for you to continue your operations and help you respond to the unique demands that you may be facing. Oracle has been in business for decades doing the mission-critical work that keeps businesses and organizations around the world and across industries up and running. We want you to know that at this challenging time, you can count on us to support your business.

Oracle’s leadership team is meeting continuously to assess and appropriately respond to the crisis as it evolves. Of course, everyone’s health and welfare are a priority, as most Oracle employees are working from home. We have extensive online collaboration capabilities to help ensure business continuity and we’re working tirelessly to help everyone stay safe while at the same time continuing to serve you.

Please reach out to your local Oracle team with any questions and concerns. See below for answers to frequently asked questions regarding our business continuity plans. We’ll maintain this page and update it regularly as conditions change.
Oracle ramps up free online learning and certifications for Oracle Cloud Infrastructure and Oracle Autonomous Database
As our customers adapt to a rapidly evolving digital landscape, Oracle is stepping up its efforts to help build critical technical cloud skills they need to ramp up innovation. Oracle is offering free access to online learning content and certifications for a broad array of users for Oracle Cloud Infrastructure and Oracle Autonomous Database. Starting now, any user, including developers, technical professionals, architects, students, and professors, will have quick and easy access to more than 50 hours of online training and 6 certification exams.

Learn more about Oracle University

Read the blog
Oracle offers free HR tool to help customers keep employees safe

As we continue to face increasing concerns about COVID-19, many organizations and HR professionals are facing new and unprecedented challenges. In an effort to help, we’re providing free access to our Workforce Health and Safety solution to current Oracle Human Capital Management Cloud customers. Our Workforce Health and Safety module helps automate reporting of workplace incidents both now and in the future, as we adapt to heightened health and safety concerns.

Access Oracle Cloud Customer Connect

Read the blog
Free Oracle Cloud Infrastructure credits—Oracle for Startups

Effective April 1, paying startups in the program will receive three months of credits to cover their Oracle Cloud infrastructure costs. From April 1 to June 30, 2020, credits will be automatically applied to offset those technology fees. Startups will still receive a usage bill, but their costs will be zero. Any startup that is rolling
off of free credits to paying will automatically be given this assistance during the same timeframe.

Learn more about Oracle for Startups

Read the startup blog

Oracle Therapeutic Learning System records effectiveness of COVID-19 drugs
Oracle has built and donated to the US government a COVID-19 Therapeutic Learning System that allows physicians and patients to record the effectiveness of promising COVID-19 drug therapies. The Therapeutic Learning System was the result of a unique and important collaboration with the National Institutes of Health, the Food and Drug Administration, the Centers for Disease Control and Prevention, Centers for Medicare & Medicaid Services, and the Department of Health and Human Services.

[Read more about Oracle’s Therapeutic Learning System](#)

**Watch the demo (7:12)**
COVID-19 Testing

The need for speed

The speed of a pandemic depends on two things: how many people each case infects, and how long it takes for the infection to spread between people. The former is the reproduction number, while the latter is the serial interval. Ebola, for example, has a serial interval of several weeks, while COVID-19 has a serial interval of only a few days. This short serial interval means emerging COVID-19 outbreaks will grow quickly and can be difficult to prevent from spreading.

By the end of March 2020, no country had tested more than ~3% of their population, and there continues to be massive variation regarding exactly how much testing has been done globally. This underscores the need for faster testing and results. The faster a test can be administered, the sooner results can be received, and the quicker measures can be put in place to mitigate further spread. But how can we test for COVID-19—and how do we make it faster?

Accelerating testing with automation

Technology—especially automation—can help. Automated systems are being used to speed up testing and minimize errors in sample handling by fast-tracking sample prep, an integral part of the workflow.

Researchers are using Agilent research equipment, such as the Bravo, for investigation of COVID-19 diagnostic testing, exploring the development of new diagnostic technologies and data analysis tools, and generating new biological insights. Scientists have adapted the CDC testing protocol, which is designed to be performed manually at low throughput, so that it could be run on automated liquid handling machines. This has given some facilities the ability to process 2,000 samples a day, adding to the capacity of testing labs and reducing the time needed to turn results around from several days to several hours.
A Boston-based bioengineering company is synthesizing DNA to help detect coronavirus with the help of the Bravo. Agilent custom oligonucleotide libraries, and enzymes. They are also sharing the information freely with other researchers. Research groups in California are also using the Bravo to ramp up their COVID-19 testing efforts. The feedback so far is that the Bravo has become an integral part of the workflow by helping to automate testing. It continues to surpass their initial expectations of running 1,000 samples and is closing in on nearly 3,000 samples per day!

**Agilent in action**

Bravo automates the process of pipetting liquids from one tube to another. While a person can only pipet one or a few wells at a time, Bravo does 96 wells at once. This not only accelerates throughput, but also maintains precision and accuracy while helping employees avoid repetitive stress injuries.

Handling as many as 96 samples at once, the Bravo instrument performs all liquid handling steps in the process of isolating RNA, complementary DNA (cDNA) synthesis (conversion of isolated RNA into cDNA), and quantitative PCR (qPCR) detection. This makes Bravo an excellent research tool for investigation of COVID-19.

qRT-qPCR is a powerful and cost-effective detection method consisting of isolating the RNA and amplifying the cDNA (making millions to billions of copies of the DNA), the use of labeling reagents, an integrated instrument for amplification and detection of the targeted DNA, and a data analysis workflow. Agilent supplies key reagents used across the qPCR workflow, including the Absolute RNA kit (for isolating viral RNA), AffinityScript reverse transcriptase (for converting isolated RNA into DNA), Brilliant Master Mixes for amplification and labeling, and the Aria Mx/Dx qPCR instrument. These reagents and instruments are supporting researchers striving to better understand COVID-19.

**Supporting the front line**

In January, a research and manufacturing group, PrimerDesign, reached out to discuss an order for a AffinityScript reverse transcriptase, which is used for cDNA synthesis. Recognizing the critical need for this reagent and the growing threat of coronavirus, we agreed to expedite their request. The group developed their own kit, which is now one of the FDA-approved Emergency Use Authorization (EUA) kits and was also one of the first CE-IVD marked kits used in Europe.

On the amplification and detection side, a number of Agilent Brilliant III qRT-PCR probe kits are being used to create detection kits. Additionally, a company in Italy has released a CE-IVD kit for the detection of COVID-19, which is compatible with commercially available Real Time PCR systems including the Agilent AriaDx Real-Time PCR System.

**Going beyond qPCR: microarray analysis of COVID-19**

While quick, cost-effective, and straightforward, qPCR is not the only way to assay for viral RNA.

Several weeks ago, when the situation with COVID-19 began to hit critical mass, researchers reached out to see if Agilent could expedite a request to add coronavirus sequences on a microarray. The answer was a resounding,"Yes."
The team was able to add sequences to the array for not only the novel coronavirus, but for two other coronaviruses (MERS and SARS) as well. The design optimization process, which can sometimes take many months, took less than two weeks. Within 48 hours the microarrays were printed, shipped, and in their hands.

**Speed remains a need**

While COVID-19 cases are predicted to peak in the next several weeks, testing is—and will remain—a pressing need in order to manage the current pandemic and prevent its resurgence. More testing, faster results, and faster action are all necessary to not only help prevent the spread of COVID-19, but further understand and combat it.

**Supporting Resources:**

- Bravo NGS – Automated Liquid Handling
- Absolute RNA kit (for isolating viral RNA), AffinityScript
- Brilliant Master Mixes
- Aria Mx/Dx qPCR instrument
- CGH + SNP Microarrays
- FDA-approved Emergency Use Authorization (EUA) kits
- CE-IVD marked kits