



TRUDELL MEDICAL INTERNATIONAL

Dear Customer:

As a medical device manufacturer, we are committed to minimizing any disruption to the supply of our products to our customers globally during this unprecedented time with the outbreak of COVID-19. We are in weekly discussions with our supply chain to assess the potential impact of COVID-19 and to take appropriate actions to mitigate risks as they emerge. Since most of our supply base is in north America, we are able to be in close communications during this time. We are also reviewing and establishing protocols and guidelines to minimize any adverse impact of COVID-19 on our employees, our sites and our supply.

We cannot deliver on our products without prioritizing the safety and wellness of our employees. We have implemented several measures including suspension of all business-related travel, facility access restrictions and work from home where possible including our customer facing teams.

As you know, the situation is fluid as the world tries to contain the spread of the virus. We have established a task force to monitor this ever-evolving situation and our leadership team is meeting every day to take necessary actions to keep our employees safe and to facilitate uninterrupted product supply. I am confident that together with our team of dedicated employees, our suppliers, and loyal customers like you we will overcome this storm.

If you have any questions or concerns about our continued delivery of our high-quality products, please contact your dedicated Trudell Medical team member.

Sincerely,

Andrew Varghese

Vice President & General Manager