May 28, 2020

Dear Valued Customer,

Throughout the COVID-19 pandemic, the Aspen Surgical team has implemented plans to help protect the health and safety of our employees and the communities in which we reside, while also causing as little disruption to our customers as possible. As this infectious disease has traveled across the globe and throughout the US, we have been carefully monitoring customer needs and staying in close contact with our both our domestic and international supply partners. Up to this point, raw material deliveries from our vendors continue at a normal pace, except for delays from three suppliers which may impact the following product categories:

- Bard-Parker® #3 Safety Handles (Item #374030)
- Richard-Allan® Surgical Needles
- Light Handle Adaptors and Camera Cover Adaptors

Should there be a backorder for any products from the three categories above, our Customer Service team will help you to navigate this issue at the time of order.

Despite a further extension of “shelter in place” executive orders in Michigan and Puerto Rico, where our manufacturing operations reside, we want our customers to know that per the U.S. Department of Homeland Security, Aspen is considered an essential business given the nature of the vital surgical supplies we manufacture. **We are continuing to take orders for, produce, and distribute our products** so that our customers can perform vital surgeries as needed.

We are also continuing to take precautions to help protect the health of our workers within our facilities, including mandatory facial coverings, hand washing, and disinfection practices, per the direction the CDC, WHO, and local officials. As an additional measure to help limit the potential exposure of our production and distribution workers to COVID-19, our office workers that are able to work from home have continued to do so. Office employees are equipped with the proper technology tools to do their jobs remotely. With all these measures in place, absenteeism for our employees has been within an acceptable range, and **we have been able to fulfill customer orders and requests in a timely manner.**

As this situation develops, we will continue posting weekly updates to our homepage – [www.aspensurgical.com](http://www.aspensurgical.com). In the meantime, we understand that many healthcare facilities will begin ramping elective surgeries back up in the next few weeks. **With that in mind, should you have changes to your product forecasts or product needs during this time, please do not hesitate to your sales dedicated representative.**

Thank you as always for your partnership,

Wesley Huesman
Director of Logistics, Aspen Surgical Products, Inc.