



June 18, 2020

RE: Update on COVID-19

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 carefully monitored customer needs and stayed in close contact with our both our domestic and international supply partners.

At this point, raw material deliveries from our vendors continue at a normal pace, except for ongoing delays from three suppliers which may impact **Bard-Parker® #3 Safety Handles (Item #374030)**, **Richard-Allan® Surgical Needles**, and **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 "shelter in place" executive orders in Michigan and Puerto Rico, where our manufacturing operations reside, 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 have continued to **continue to take orders for, produce, and distribute our products** so that our customers can perform vital surgeries as needed throughout this time.

We have also continued to take precautions to help protect the health of our workers within our facilities, including mandatory facial coverings, temperature checks, hand washing, and disinfection practices, per the direction the CDC, WHO, and local officials. Some of our employees have also temporarily been working from home but have started to return to our office this week. This return is happening in a careful, phased approach with most employees working on-site by mid-July. Until that time, please know that while working at home our employees are equipped with the tools to successfully service our customers.

With all the measures listed above in place, absenteeism for our employees has been within an acceptable range, and supply and manufacturing output has been in line with customer need for most all products. We are glad that we have been **able to fulfill customer orders and requests in a timely manner and will continue to do so**.

Given the stability of our supply chain, we are going to stop providing and posting weekly updates to our customers after today. Having said that, we will continue to stringently follow our safety protocol and monitor our supply chain diligently. Should we face any new, unforeseen challenges we will reach out to you right away.

In the meantime, if you have any questions or concerns that arise or have a change in your forecasted needs, don't hesitate to contact your dedicated sales representative or our customer service department (customerservice@aspensurgical.com). As always, it is our pleasure to serve you, and we thank you for your partnership during this very challenging and fluid time.

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