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Dear valued LABORIE customer,

Together, we are facing a truly unprecedented time that is changing our world. Please be assured that LABORIE is closely following the outbreak in relation to our employees, partners, customers and our communities. We continue to review guidance from the Centers for Disease Control (CDC) and the World Health Organization (WHO) as well as local governments in the countries where we serve the healthcare system.

As the situation continues to unfold, we are proactively implementing measures and developing plans to ensure employee well-being and business continuity. While we have instituted a work from home policy for many of our office employees, our manufacturing facilities continue to operate. We have implemented measures in these facilities to make sure employees are safe and ensuring we are able to meet our commitments from a production perspective.

At this time, we are confident that there is no foreseeable disruption to our supply chain. Production is meeting output quotas and orders will continue to be fulfilled. We continue to monitor the situation and will ensure you are updated in a timely manner should anything change.

We take great pride in our committed community of customers. This global pandemic is a dynamic situation and we will all work together to navigate during this difficult time. As always, thank you for everything you are doing to support patients and help people live healthier lives.

If you have any questions, feel free to reach out to our Customer Care center or your sales representative.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Frazzette".

Mike Frazzette,  
President & CEO

For all our Customer Care contact information please visit <https://www.laborie.com/contact-us> or email us at [customercareusa@laborie.com](mailto:customercareusa@laborie.com).