



March 23, 2020

Dear Valued Customers and Suppliers:

We want to inform you that as an Essential Service, AliMed will remain open during the COVID-19 pandemic to ensure continuity of critical medical supplies. The following links provide guidance on the definition of Essential Services from the Commonwealth of Massachusetts and the Department of Homeland Security:

- www.mass.gov/doc/covid-19-essential-services/download
- www.cisa.gov/sites/default/files/publications/CISA-Guidance-on-Essential-Critical-Infrastructure-Workers-1-20-508c.pdf

The overall health and safety of our employees, channel partners, and customer-clinicians remains our top priority. We have implemented the following safeguards to ensure we maintain a safe on-site working environment while continuing to support our customers' requirements for medical supplies:

- Enhanced social distancing, personal hygiene, and sanitation measures have been instituted at our facility for all our on-site associates
- Our sales force and partners have been instructed to cease any non-essential visits to dealers or healthcare facilities and instead have implemented online communication tools to ensure continuity of support
- Our customer service, order processing, finance, and support teams, and any other business teams that can work remotely from home have been provided the appropriate equipment to do so to maintain "business as usual"
- Our shipping, warehouse, and manufacturing operations are continuing to work as are our logistics partners

Please do not hesitate to reach out to us if we can help you or your staff/facility in any way.

Contact us at: 800-225-2610, customerservice@alimed.com, or purchasing@alimed.com.