

April 15, 2020

To Our Healthcare Partners and Customers:

Over thirty years ago, our company was founded on two missions: to make a meaningful, positive difference in healthcare and to build a supply line that is more resistant to difficult times, including shortages, boycotts and pandemics. Many of our customers are familiar with how we deliver on our first mission but may not be as aware of the extent of the second one. During this challenging time, we want you to know that we are heavily vertically integrated, which means we design, develop and manufacture our products in-house at our facilities in California and the Netherlands. Through this high level of vertical integration, we manufacture our medical devices with minimal reliance on outside vendors to ensure continuous and timely delivery to our healthcare partners who need them the most.

This global crisis puts you and your teams on the front lines of this pandemic. Shortages threaten the safety and lives of your patients and teams. And, it is not enough for us to produce and maintain access to our surgical devices while all of you are in harm's way. So, we have applied our Rapid Response Teams to where shortages can endanger those on the front lines and our capabilities can be redeployed rapidly. To that end, we have been able to design, develop and distribute face shields to our customers, while working diligently to increase our capacity to meet some of the overwhelming demand for PPE. Along with protective face shields, we have seen the need for NP swabs in COVID-19 test kits. To help respond to this shortage, we are researching and testing different swab designs in preparation for the increasingly unprecedented need.

These are two examples of dire needs that we are addressing, but rest assured we are exploring other ways to help. We were built on a mission of making a difference and we won't stop short of that. We have never offshored or entrusted our manufacturing, quality or compliance to others. It has taken close to a billion dollars in infrastructure to be ready to serve healthcare under the worst conditions. The good news is we're ready.

One final point: As we diligently work to meet your needs, we also put our efforts into caring for our own team members who work hard to achieve our mission every day. Towards that aim, we have been able to enhance everyone's safety by shifting over a thousand team members to contributing their efforts from home and ensuring safety protocols for team members serving critical functions on our campuses.

Again, our capacity to respond in an emergency is the foundation upon which we were built. Together, we will rise to support those who need it the most. And, together, we will look forward to brighter days ahead. We wish you all health and safety.

Sincerely,



Said Hilal
President and CEO