

March 12th, 2020

Coronavirus/COVID-19 Update from Northfield Medical

Dear Valued Client,

At Northfield Medical, we recognize that our role in servicing and repairing hospital equipment is essential to healthcare providers and we would like to update you on our strategy and operations in response to COVID-19 (Coronavirus). We are following guidance from federal, state and local agencies, including the CDC. During this ongoing COVID-19 pandemic, Northfield Medical is well positioned to provide the same high levels of service that you have come to expect. Information regarding our operations and how we are insuring both our client's and employee's safety is listed below.

- **Assurance of continuation of service given Northfield's extensive network of capabilities**
 - Northfield's 8 National Repair Centers and 15 Regional Repair Centers throughout the U.S. offer redundant service capabilities and insure we can manage volumes and turnaround delivery times
 - Over 90 sales and service personnel across the country are available for on-site support to manage your equipment, handle deliveries, provide education and training, etc.
 - Our 130+ mobile service repair vehicles cover all major metropolitan areas and offer flexibility to accommodate service needs
 - Strong supply chain with primarily U.S.-based suppliers along with a significant in-house inventory of parts and accessories on hand to support device repair needs
- **Maintaining a safe and healthy workforce**
 - Northfield is delivering ongoing communication, updates and training for our employees reminding them to practice appropriate hand hygiene, disinfect work surfaces, stay home if they or a family member is ill, etc.
 - We are ensuring that our field-based personnel are following all enhanced healthcare facility requirements for on-site access during this time
 - Our sales and service teams are conducting virtual client meetings in lieu of travel whenever feasible

Options for Delivering Equipment in Need of Repair

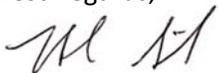
If at any time you are unable to accept in-facility pick-ups of devices (endoscopes, powered equipment, camera/video equipment, etc.) from our field sales and service team, please consider the following option:

1. Call or e-mail your Territory Manager with the make/model/serial number of the equipment in need of service along with a description of the problem or reason for service.
2. The Territory Manager will process your order and e-mail you a pre-paid FedEx shipping label for shipment to one of our repair centers.
3. Your Territory Manager can provide you with any necessary shipping or packaging materials in advance to support this alternative method of receiving your devices.

*Additionally, some customers may prefer to use our web-based Customer Portal to enter orders and print a FedEx label.
Please speak with your Territory Manager if you would like to get set up with that option.*

If you have any questions or concerns during this time, please reach out to your Territory Manager or **contact our Customer Care team at (855) 667-4831**. On behalf of all our employees, we thank you for your efforts to manage through the COVID-19 challenges in your local community. Northfield Medical is prepared and eager to provide unparalleled service to support your efforts.

Best Regards,



Hank Struik
President and CEO, Northfield Medical