

To our Valued Customers, Partners and Industry Colleagues,

As our community copes with the fast-moving spread of [COVID-19](#), we hope you and yours are in good health. ACIST Medical Systems, Inc. ("ACIST") shares its heartfelt empathy with the communities impacted worldwide by COVID-19. As the world responds to this pandemic, we remain committed to supporting you to ensure that the vital work of delivering new therapies to patients continues.

At ACIST, we are taking precautions to protect the health and safety of our employees and their families, our customers, patients and communities. We also want to assure you that we're here to listen and be agile as we all work together to navigate this global health crisis.

With health and safety as our top priority, we have implemented the following actions:

- **Availability of our teams to support customer needs. Our field teams have been redirected to work in their homes until further notice. However,** they can be available to meet the needs of hospitals, physicians and their teams to bring expertise in delivering the support needed to provide optimal patient outcomes. These requests are being addressed on a case-by-case basis.
- **Continuing critical operations and safety protocols.** We have instituted supplemental cleaning protocols in our offices during this period.
- **Implementing flexible work schedules and remote work locations.** We have adjusted our work and operations schedules to help prevent the spread of respiratory disease and support the practice of social distancing while continuing to support our customers and patients. Our employees who are not manufacturing or servicing units are working from their homes to limit the number of team members in the office.
- **Restricted travel for non-critical business needs.** All non-critical business travel has been restricted – virtually enabled platforms will bridge our communities and optimize virtual connections.

ACIST is working with our global teams to conduct all business-related engagements virtually, while still supporting the important goal of delivering life-saving technologies to provide our physician customers the information they need to optimize patient care. Please contact our team if you have any questions or needs through your local sales representative or on our website at www.acist.com/contact.

Through ACIST's relentless commitment to innovation, we optimize interventional decisions, equipping people with **the power to** get back to life. We are all in this together and we will help one another and get through these uncertain times.