



Dear valued Customer

As we continue to monitor the COVID-19 (coronavirus) outbreak, we wanted to let you know how SP Medical is handling this unprecedented situation.

As always, we are committed to serving our customers, while at the same time ensuring the health and wellness of our employees.

Our customer service, sales and logistic teams remain active, to give you the outmost support and supply. Changes in this might appear if new guidelines are received.

We are actively monitoring our supplier network to identify any risks of business interruption. We are working closely with our customers to identify unforeseen changes in demand.

Currently, all our suppliers are operating on normal schedules. SP Medical is also operating on regular delivery schedules but depending on the location and any directives from local authorities this situation could change. Unforeseen events that SP Medical has no influence on and cannot control could lead to change in delivery time, but we assure you that we will do all that we can to keep production, delivery and service at the present level.

We have stopped all business travel for our employees and restricted onsite visits to our facility. We have phone and videoconferencing tools to conduct virtual meetings.

We have encouraged our staff to work from home to the greatest extent possible, while also ensuring their availability. We have a very solid internal communication system and can remain operational with a remote staff.

SP Medical has implemented additional steps to ensure the highest possible level of cleanliness and optimal behavior in our facility.

As we continue to monitor the situation, additional changes in our operations may be necessary in order to comply with government guidelines. We will keep you posted if further information is received.

If you have any questions or concerns, please contact us by mail or phone – see our website for further information.

SP Medical A/S

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