

A Message from ASP Vice President Sales & Service EMEA Mads Ransby Olsen about the COVID-19 Virus

Dear Customer,

Our top priority is the health and safety of our employees, customers, suppliers, and their families and communities. Our products play an important role in helping you protect yourselves, your patients, and to reduce the spread of COVID-19. I also recognize your supply chains are at risk, and some are failing.

With that in mind, here are some important updates from ASP.

- **Product Supply:** we are actively partnering with global regulators, logistics professionals and healthcare providers to expedite products to the field. They are working around the clock to help ensure our supply chain is protected from interruption so we can be there when you need us.
- **Product Service:** We continue to provide troubleshooting and repair services as needed and supply spare parts on request.
- **Reliable information:** our experts are processing questions from the community to provide substantiated information you and your stakeholders can trust. (You can submit your questions [here](#)) While it takes time to provide reliable, substantiated answers, we will do our best to respond quickly so you can focus on keeping patients safe.
- **Our employees:** like you, we're in this business to protect people. ASP has taken multiple measures to uphold the health and well-being of our employees. Our senior leadership team meets daily and are closely following the guidance of health experts and authorities.

I am proud of working with the teams at ASP to protect patients during their most critical moments, as we face these difficult times together as one global community.

Please stay safe out there.

Thank you,

Mads Ransby Olsen,

VP Sales & Service EMEA