



LIFE SUPPORT
INTERNATIONAL



COVID-19 Update

March 17, 2020

Dear Valued Business partner

Life Support International remains committed to the safety of our employees and to meeting the needs of our valued business partners and associates.

In response to the COVID-19 threat we have taken the following steps:

- Put in place a travel restriction for all our employees, as well as restricting the presence of nonemployees in the manufacturing site.
- Provided vigorous training and retraining in our on-site safety and hygiene practices, and increased our cleaning regimens.
- Reinforced the ability to maintain social distancing within our current work flows.
- Reiterated to our staff the generous sick time policy we have always had in place: our employees know not to come to work if they are sick or taking care of family members who are sick.
- Strengthened our remote employee access and enabled more employees in off-site locations.

We have had a Business Continuity Plan in place for many years, and have utilized key features for weather issues on a periodic basis. These features allow us to communicate with key supply chain partners, customers, suppliers, etc., and employees as well as continue to operate key functions.

We consistently strive to have customer orders ready a bit early, and are contacting customers to ask if they would like their shipments expedited for product that has been manufactured. If any of our customers have specific orders for products that will be used to combat this virus, or to assist those suffering from its effects, we ask that you let us know if items will need to be expedited, and those items will take priority. We have expedited incoming material, as well as other critical supplies.

We have no significant staff reductions due to school or other closures, and are running all our lines in order to move ahead on the manufacturing schedule. While we currently have no staff with COVID-19 or known exposure to COVID-19, we realize that it may become a possibility, and have cross trained staff available if specific processes are affected.

That being said, we are subject to any local, state or federal restrictions. In the case that these restrictions limit our ability to operate at our Langhorne, PA location we will contact impacted partners.

We are learning more every day as a company, a community, a nation, about the actions and abilities required to mitigate this threat. Please know that we are taking every step to keep our employees safe and our valued business partners satisfied.

Wishing you and yours good health!

Life Support International

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