



To our valued partners and customers,

I'm reaching out because it's critical to stay connected during these unprecedented times. As the coronavirus pandemic continues to change virtually every aspect of work and life, the health and welfare of our employees, partners and customers remains our number one priority. Most of our office employees have successfully shifted to a work at home environment and our service and support teams are following new protocols. We remain committed to responding to customer requests, especially in support of the essential operations working to fight COVID-19.

In order to ensure stability and success during this challenging time:

- We are closely watching logistics and supply chains to minimize disruption and delays to customers. As this is a developing situation from week to week, we will do our best to quickly communicate with you and resolve any availability issues that may arise. If you experience any issues, please get in touch with your Kodak Alaris sales rep.
- As a promising leading indicator, our plants in China are up and running at nearly full capacity and secondary supply chain partners are beginning to normalize. We successfully secured exemptions from the State of New York to continue to ship product and service parts from our Rochester warehouse for essential business activities.
- We continue to provide service in locations where there are no local or national restrictions. We will comply with government mandates as they are implemented and will resume service as allowed.
- We are thinking outside the box, looking for opportunities to offer our expertise to help organizations overcome daily challenges. Every industry and vertical market will be impacted in some way. Healthcare, Government, Logistics, IT, Corporate Enterprises, Education, Travel & Tourism, Hospitality – the list goes on. The need to accurately capture data and automate business processes will remain critical. We look forward to working with you to bring innovative solutions to our shared marketplace.

In short, we are committed to helping you succeed and believe that together we will prevail. Thank you for your continued support.

For the most up to date information, please visit the [Alaris website](#).

Don Lofstrom  
President & General Manager  
Alaris, a Kodak Alaris business