



TSI INCORPORATED

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Date: March 18, 2020
To: TSI Customers
Subject: TSI Status and COVID-19 Update

Dear Customers,

Over the past 50 years, TSI has worked to earn the trust of our customers and through the delivery of high-quality products, services and open communication. In keeping with this tradition, I would like to explain the steps TSI is taking in face of the challenges and uncertainties driven by the COVID-19 pandemic.

At TSI we are both proud and humbled to be manufacturing products that help fight the spread of COVID-19, and as a member of the community, we are working to keep our employees safe and making all efforts to help flatten the infection curve.

Our employees are TSI's most valuable asset. Our Senior Management Team continually monitors recommendations from the United States Center for Disease Control and other leading world health authorities to guide our decisions and policies to ensure the welfare of our entire TSI team. We have implemented our infectious disease response plan with such actions as elimination of in-person meetings, social distancing requirements, travel restrictions, food, meal and break policies along with training for best practices for hygiene and exposure prevention.

With the closure of Minnesota schools and public gathering sites, all engineering, marketing, and other support staff have been instructed to work from home through April 6, 2020. Our manufacturing and service teams are still reporting to our Shoreview Headquarters, and we have created non-overlapping work shifts to minimize social contact. Service functions are still operational at all facilities.

Because some of the products we make are being used to fight COVID-19, we are committed to keeping our manufacturing lines operational until further notice. We have seen a dramatic increase in orders for certain products that help the welfare of patients and enhance the safety of healthcare and emergency response professionals. We are working to minimize lead times for these products by increasing our production capacity and prioritizing the manufacture of these high demand products. Our global teams in the United Kingdom, Germany, China, Singapore, South Korea, and Springfield, IL are operating under the same policies.

We know that we are facing a time of unprecedented uncertainty. Regardless, we are committed to meeting your needs. However, if you experience problems or have additional questions, please feel free to contact your TSI distributor, TSI representative, or TSI directly. We will continue to monitor the global situation and update you on any changes to our approach as circumstances require. We value your trust and appreciate your support.

Sincerely,

A handwritten signature in blue ink, appearing to read 'TK', with a large circular flourish underneath.

Thomas Kennedy Ph.D.
President, TSI Incorporated