



TOGETHER, WE MAKE A DIFFERENCE

TRIMEDX CORONAVIRUS (COVID-19) RESPONSE EFFORTS

Updated April 2020

#TRIMEDXstrong
#MakingADifference

877-TRIMEDX
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TOGETHER, WE MAKE A DIFFERENCE

At TRIMEDX, the health and well-being of our associates, their families and our clients & their patients are our top priority. During times like these, we take appropriate action aligned with our crisis management plan and implement additional processes & resources in order to continue serving our clients and maintain business continuity.

TRIMEDX's commitment to healthcare providers is to ensure that medical equipment is available, properly maintained and ready for patient use in the right care setting. Our goal is to maximize clinician time at the bedside by minimizing disruption to medical equipment.

As we continue delivering our clients' clinical engineering service and comprehensive clinical asset management, our focus remains on supporting healthcare providers as they deliver patient care by:

- Providing ongoing maintenance and support of their medical devices through our core clinical engineering services
- Enabling real-time visibility to medical equipment availability and status
- Assisting our clients in optimizing their inventory of critical medical devices
- Monitoring and remediation of cybersecurity threats on connected devices
- Providing quality and regulatory compliance that supports accreditation, emergency preparedness and FDA recalls



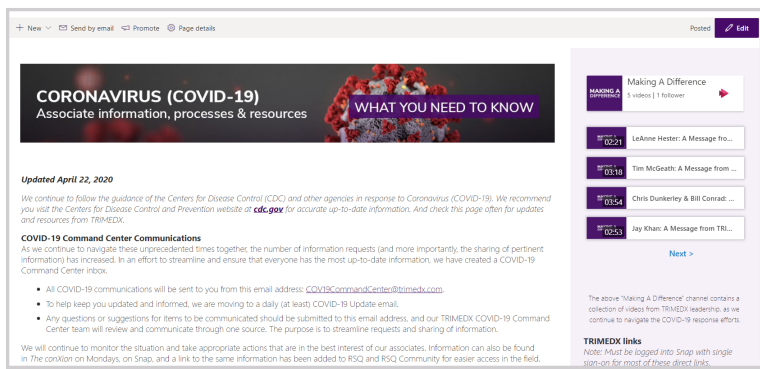
We continue to work with each of our clients to support their COVID-19 response efforts, as well as to institute the necessary measures for business continuity.



We appreciate the opportunity to work alongside healthcare providers during this trying time and thank our dedicated TRIMEDX associates for their ongoing commitment to patient safety.



ONGOING COMMUNICATION



- Working closely with our hospital clients to support their emergency protocols including vendor access
- Conducting daily communication huddles with biomedical technicians per shift
- Reminding site managers and technicians to follow hospital site protocol and to consult Infectious Disease Control at sites
- Comprehensive process and protocol, including a communication plan, for understanding and monitoring the status of associates with a potential or confirmed exposure.

We continue to monitor the global pandemic, especially as it impacts our associates and each of our clients. We have been, and will continue, communicating with our associates in-line with guidance provided to us by the Centers for Disease Control and Prevention, the Centers for Medicare and Medicaid Services, accreditation agencies and the United States government.

Through our multidisciplinary TRIMEDX COVID-19 Command Center, we evaluate protocols daily and communicate regularly with associates.

These efforts include:

- Regular calls with our TRIMEDX leadership teams in order to monitor operations, work with clients and support our associates to identify best practices
- Specifically identified channels for TRIMEDX associates to submit questions or issues, either internal issues or site-specific obstacles our team can respond to promptly





ASSOCIATE HEALTH & WELL-BEING


We have taken extra measures to support the health and well-being of our associates. These include:

- Stressing the importance of following all applicable hospital policies and procedures, as well as practicing hygiene, self-care & sanitation and following policies relates to the use of Personal Protective Equipment (PPE)





- Working with site managers to implement split-shift and flexible schedule plans in the event a need to quarantine a prior shift presents itself, as well as allowing flexibility for our associates with families
- Limiting the travel of our associates to include only business vital travel, as it relates to our essential services


- Formalized reporting of associate exposures, along with following quarantine guidelines
- Implemented pay and attendance policies for associates unable to work due to work or social exposures to COVID-19 including 100% pay continuation for associates who have a confirmed positive work exposure
- Providing additional health benefits and resources at no cost to associates and their dependents to support their physical and mental health in addition to other community support they may need during this time
- Amending our associate development and onboarding programs to offer virtual content to maintain compliance and continue our commitment to associate development
- Encouraging and supporting a remote work environment for our Indianapolis and Charlotte corporate offices





Associate Well-Being


 Mental Health Matters


 Eat Smart

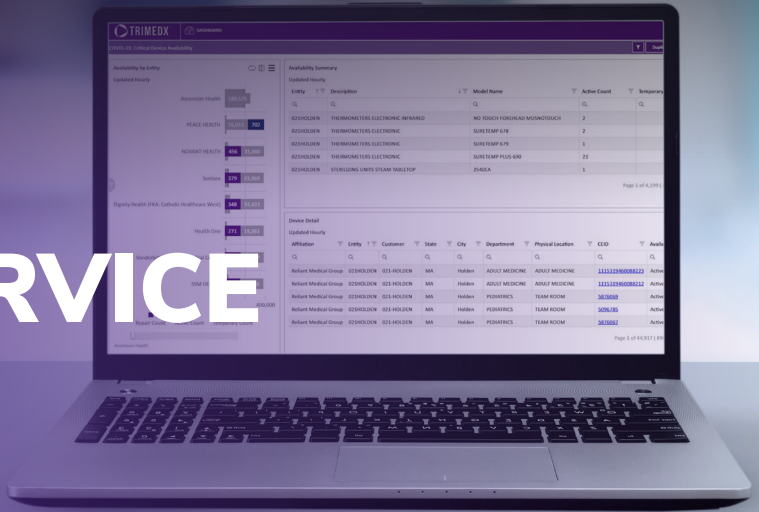

 Maintain Work-Life Balance


 Do Something for Yourself


 Stay Positive

In order to do your best, you must be at your best. Maintaining personal wellbeing should be a priority at this time and that includes mental health just as much as physical health.

Tip 1: Your Mental Health Matters
 You are going to easily be able to tell if you have a fever, a sore throat, or other physical symptoms of being sick. However, during times of increased stress, uncertainty, and struggle – especially if you are new to working from home – the effects of ISOLATION & BURNOUT are going to be more prevalent. If you have never experienced either you might not even know you're being affected. Be aware of your feelings and mental health. You are not alone, you are justified, and there is help.



CONTINUED SERVICE TO CLIENTS

As hospital capacity is strained, we are working through any delays or disruptions in our vendor supply chain in order to best serve our clients. These include:

Field Operations

- Providing documentation to TRIMEDX associates to help validate essential services in order to ensure they can be on site at hospitals.
- Prioritizing work in the face of the crisis to better support our providers
- Enacting a reserve workforce in high-impact areas and on a limited basis. This involves quarantining a workforce in the event we have a facility where several associates are impacted or if we have minimal staffing serving a site that has been impacted.
- Supporting the hospitals through our dedicated Quality & Regulatory division
- Mobilization and management of equipment which is critical not only in responding during these unprecedented times but also post-COVID-19

Supply Chain

- Partnering with health systems to proactively order supplies based on the preventive maintenance schedule to ensure maximum availability and to create a dashboard that updates hourly on the status of all critical equipment in a health system
- Working closely with our supplier partners to ensure minimal disruptions, specifically around vendor service, parts availability and priority shipping/logistics

Client Experience Center

- Marking any COVID-19 related issue as STAT priority through our Client Experience Center (call center) for proper tracking and insights to impact

Informatics and Data

- Visibility into critical devices through real-time informatics (by equipment and location) which has been key to the work we do to always support our client



We work closely with our supplier partners to ensure minimal disruptions, specifically around vendor service, parts availability and priority shipping/logistics.



ADHERENCE TO SAFETY PROTOCOLS



As we continue to provide essential services, we reinforce the importance and adherence to policies and procedures in order to balance our responsibility to associates and our clients. These include:

- Providing client access to real-time data on COVID-19 critical devices
- Utilizing PPE to enter isolation areas or any areas requiring PPE (and guidance to associates on how to respond if/when PPE is needed but unavailable at a hospital)
- Maintaining standards and compliance on comprehensive scheduled maintenance programs, unless guidance and direction should change by the Centers for Medicare and Medicaid Services, accreditation agencies and the United States government
- Following process for inventory and device transfers, as they're brought into a hospital; this includes donated, rental and temporary devices
- As is typical in our service to hospitals, recommending repairs of failing devices before deployment for patient use
- Escalating issues related to COVID-19 that impact our clients' ability to operate and deliver care

We continue to stress the importance of following hospital protocol as it relates to client service with patient safety in mind as well their own individual well-being.





CORPORATE OFFICE CONTINUITY



During this time, we are encouraging our corporate office associates in Indianapolis and Charlotte to work remotely and as coordinated with their manager.

Both Indianapolis and Charlotte Corporate Offices are considered under a “soft close” status. Facilities are locked at all entrances, and associates are only able to enter with badge access. Associate headcount on-site is at a minimum. Our facilities continue to be cleaned and disinfected.

Associates are encouraged to abide by all local, state and federal guidelines in place (e.g. stay-at-home or shelter-in-place) until a return-to-work plan is implemented in accordance with those respective governing bodies.



ACTIVELY & VIRTUALLY RECRUITING ASSOCIATES

Now more than ever, we are actively hiring associates to support delivering outstanding patient care through technology-enabled clinical asset management. To support the health and well-being of all, we have moved to a virtual interview environment for our hiring process. We look forward to connecting with our talent community in a virtual setting.

Find your **passion**.
Grow your **career**.

trimedx.com/careers

We have also provided resource guides to our leaders and candidates on how to successfully interview in a virtual environment as well as how to navigate our virtual interviewing platform.



About TRIMEDX

As the largest independent technology-enabled clinical asset management company in the U.S., TRIMEDX provides strategic planning and management of clinical assets to drive reductions in operational expenses, free up capital for new strategic initiatives, and deliver improved safety and cyber protection. TRIMEDX leverages a history of expert clinical engineering to manage over \$30 billion in clinical assets across thousands of locations.

Unlock the **full potential** of your clinical assets

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