



AIV, Inc. is committed to providing continuous support to our customers who are essential to public health and the welfare of the healthcare industry.

During this unprecedented time, we feel it is important to share the efforts we are taking at AIV, Inc. to prioritize the health of our employees, their families, our vendors, and our customers. We are closely monitoring the COVID-19 situation and following the recommendations of the Center for Disease Control and Prevention (CDC) and our state and local Public Health authorities. Our efforts include:

- Enhancing our protocols for cleaning equipment entering our facility as well as the frequency of the cleaning and disinfecting schedules in our facility.
- Encouraging our employees to follow CDC guidelines in regards to handwashing, avoiding touching of the face, “social distancing,” work and travel.
- Instructing employees who feel ill to stay home as a precaution and to self-monitor their symptoms.
- Suspending travel to trade shows and customer facilities to minimize exposure for our team as well as the public.
- Minimizing exposure by asking any AIV team member who can fully perform their responsibilities remotely to work from home.

As the situation evolves, we will continue to evaluate and update our policies. In the meantime, we remain focused on ensuring the safety of the AIV team and meeting the needs of our customers. Our doors will remain open as long as we are permitted to do so, and we do not anticipate delays in production or our supply chain. We are committed to providing you with replacement parts and repair services to support you during this time of crisis. Our team is readily available to assist you by phone, email, or live chat through our website.

Thank you for the continued trust you place in us and our team and for your understanding and patience during this situation as we strive to do what’s best for our employees and customers.

Tim Malkus
Chief Operating Officer
AIV, Inc.