

Subject: Action Required for Getinge Infection Control Consumables Customers

Dear Valued Customer,

As previously communicated in October 2023, Getinge acquired US-based Healthmark Industries Co. Inc., a leading provider of innovative instrument care and infection control consumables. This strategic step enhances Getinge's presence within sterile reprocessing in the US and ensures we are well positioned to better serve our customers and gain greater control over our supply chain and finished products.

Since then, Getinge has been working to transition the supply chain and product support operations for certain products in its Infection Control consumables portfolio to Healthmark, including *customer service, distribution, accounts receivable, product returns, and pricing*.

On 5/1/2024, Getinge will fully transition *supply chain and product support responsibilities* to Healthmark's location in Fraser, MI. Because of this operational change, there will be some modifications to the way you place orders, pay invoices, and receive support for certain Getinge Infection Control Consumables products. Impacted product codes can be found here <https://www.getinge.com/us/campaigns/infection-control-consumables-notification/>. **The ordering process for all Getinge products NOT listed remains unchanged.**

To ensure that there is no interruption to your orders, service, and customer support, you will need to update your purchasing systems and contact information for certain Getinge Infection Control Consumables products. These changes are outlined on the following page.

If you have any questions or need additional support to make these changes, please contact Healthmark customer service by calling 800-521-6224 or by email hmorders@hmark.com

More information about Healthmark Industries Co., Inc. can be found here: <https://hmark.com/>.

Please note that these changes are not effective until 5/1/2024.

Thank you for your continued trust in Getinge during this transitional period.

Sincerely,

Arlene Veitch
Sr. Director, Sales Operations North America
Getinge

Daniel Basile
Head of Operations
Healthmark Industries, A Getinge Company

Healthmark Legal Entity Information	
If you do not already have the following supplier added to your accounts payable and purchasing systems, you must do so now: Legal Entity: Healthmark Industries Co Inc Address: 18600 Malyn Blvd, Fraser MI, 48026 Tax ID: 38-2073977	
Order Management and Fulfilment	
On 5/1/2024 Healthmark will take responsibility for receiving, managing, and fulfilling orders for the identified Getinge Infection Control Consumable product SKUs. After this date, Getinge will no longer support order intake, fulfilment, pricing, or returns for these specific product codes.	
Contact Information for Customer Service and Placing Orders	
On and after 5/1/2024 orders must be placed with Healthmark’s customer service team, using the following contact details: Customer Service: 800-521-6224 HMorders@hmark.com	
Ordering Through GHX	
If you currently place orders through EDI, please see below for additional change details.	
Order Processing During Transition	
In preparation for this transition, please be aware that orders will be processed by Getinge until 4/30/2024 up to 6:00pm EST . Any orders placed after the cutoff date and time above will be transferred to Healthmark and processed on 5/1/2024.	
Backorders	
The backorder process will remain unchanged. All existing backorders under Getinge will be provided to and fulfilled by Healthmark Industries and a revised PO will need to be submitted to capture the change in vendor.	
Product Returns and Recalls	
<i>Please contact your Healthmark Customer Service team to initiate the return process: 800 521 6224</i>	
New and Existing Product Complaints	
Beginning 5/1/2024 product complaints will be accepted by Healthmark. On and after 5/1/2024 please submit any product complaints for Getinge products ordered from Healthmark to Healthmark directly by calling 800-521-6224 or email HMORDERS@Hmark.com .	
Product Catalogue	
A list of Getinge impacted product SKU’s can be found by going to https://www.getinge.com/us/campaigns/infection-control-consumables-notification/	
New Bank / Remittance Information	
For EFT/ACH	<i>Bank: Bank of America Address: 222 Broadway City, State Zip: New York, NY 10038 Routing number: 071000039 Account #: 8670119619 ACH US Phone #: 1-800-521-6224</i>
For Wire Payments	<i>Bank: Bank of America Address: 222 Broadway City, State Zip: New York, NY 10038 Routing number: 026009593 Swift Code: BOFAUS3N Account #: 8670119619</i>
For Check Payments	<i>Healthmark Industries Address: PO BOX 7410624 City, State Zip: Chicago, IL 60674-0624</i>

Remittance Contact Information

Invoices issued beginning 5/1/2024 should be paid to Healthmark Industries. Invoice disputes should be sent to HMAR@Hmark.com

Telephone	800-521-6224	E-mail address	HMAR@Hmark.com
-----------	--------------	----------------	----------------

Action Required for Getinge Infection Control Consumables Customers Ordering Through GHX

Dear Valued Customer,

Beginning 5/1/2024, your ordering process for certain Getinge Infection Control consumables product codes – including *customer service, distribution, receivables collection, and pricing* will transition to Healthmark. Getinge and Healthmark partner with GHX to offer streamlined electronic ordering and invoicing for our customers. Due to the upcoming operational change, orders for the identified product codes will be transitioning to Healthmark's GHX Integrated channel.

After this transition, Getinge will no longer accept electronic orders for the listed Getinge Infection Control consumable products through the Getinge GHX channel. At the same time, Healthmark will begin accepting electronic orders for certain Getinge Infection Control consumable products items through the Healthmark GHX channel.

To ensure a seamless transition, please take the following steps:

Important Next Steps

1. Confirm (Healthmark Vendor name in GHX) as a vendor in your vendor master.

- a. Healthmark's Tax ID is 38-2073977.
- b. Legal entity name is: Healthmark Industries Co Inc

2. Confirm your enabled locations within GHX My Exchange Registration Center.

3. Continue processing orders for Getinge items through the Getinge channels until further notice.

If you have not already, you must also add Healthmark as a vendor in your accounts payable system. Please refer to the previous page in this document for vendor details.

If you do not take the above steps, there is a risk to your supply of Getinge consumables products as order submission could be delayed once Healthmark takes on full operation of the business.

In the coming weeks, you will receive further instructions regarding the new electronic ordering process. For now, continue to place orders as usual. If you have any additional questions or need further assistance, please contact your account representative.

We look forward to serving you.

FAQs**Which Getinge Consumables Products are affected by this change?**

Ordering for certain Getinge Infection Control consumables products will transition to Healthmark.

For a list of affected SKU's, please go to <https://www.getinge.com/us/campaigns/infection-control-consumables-notification/>

Will Getinge products continue to carry the Getinge name?

Yes, there will be no changes to the branding of the products.

Will any Getinge products be discontinued?

While all businesses continually assess and optimize product portfolios, Getinge will continue to support current products and launch new ones. Any changes will be communicated well in advance.

As a customer who buys directly, how do I place an order for Getinge products?

Beginning on 5/1/2024, the ordering process will change for customers who buy consumables products directly from Getinge.

For detailed information on the new ordering process including available (ordering methods, phone number and e-mail address), please refer to the information below. If you currently buy from a distributor, your ordering process will not change.

Will there be any change to order processing time?

No change in processing time is anticipated.

Who will provide the invoice?

Healthmark will provide invoices beginning 5/1/2024.

When do we switch to ordering directly from Healthmark?

The new ordering process will take effect at the start of business on 5/1/2024.

How would you treat a backorder at/after the cut-off period?

Please refer to your customer letter for backorder transfer details.

If we placed an order with Getinge for consumable products, where should we send the payment now?

You will receive an invoice from the company you should pay.

I placed an order with Getinge for consumables products but have not yet received the invoice. Whom should I contact?

On or after 5/1/2024, contact Healthmark at 800-521-6224 or email HMORDERS@Hmark.com. Before 5/1/2024, contact Getinge at 888-943-8872 or email USACustomerService@getinge.com.

Will there be any change in payment terms?

The approach Getinge and Healthmark have taken is to maintain current customer payment terms. If there is a discrepancy, please contact HMAR@Hmark.com to review.

Will my Getinge Territory Manager change because of this transition?

You may see a change to your Getinge Territory Manager depending on your location. Getinge and Healthmark Sales teams are working to make introductions in each territory impacted. Please reach out to Healthmark Customer Service for questions related to your territory manager assignment for consumables.

Delivery**What is the current delivery time? Any change to how Healthmark will deliver the product?**

Delivery time will be within the same time frame currently provided. If there are any exceptions to this, you will be notified directly by your account representative.

Are there any changes to the packaging?

Packaging and labelling will remain consistent with existing Getinge branding. Order unit of measurements have also been maintained.

Product & Product Support**I bought the product from Getinge. How do I return it? Who do I call?**

Beginning on 5/1/2024, Healthmark will be responsible for orders and returns. To initiate a return, call Healthmark at 800-521-6224. For orders placed prior to 5/1/2024, returns should be initiated with Getinge customer service at 888-943-8872.

Will there be any change in the shelf life of the products and consumables?

No.

Will there be any change in product codes?

No.

Who do I call for assistance or questions about Getinge products?

Customers should continue to contact their current representative for assistance and questions. Beginning 5/1/2024, call Healthmark's dedicated customer service line.

How will I receive education and onsite training for Getinge products?

You will continue to receive the same education and training for Getinge Infection Control Consumables from your (Getinge Consumables Territory Manager). Support and training for other Getinge products remains the same – continue to contact your current Getinge team and associates.

Will my Getinge contacts and support people remain the same?

Yes, you will continue to receive support from the Getinge team and associates you know today. As Getinge continues to build an even stronger organization dedicated to excellence in infection control, customers will be notified directly of any changes.

Contracts**Will I access the same GPO contract?**

All GPOs have been notified of the change and applicable products have been moved from Getinge contracts to Healthmark contracts (where applicable).

For products moving to Healthmark, you will automatically be aligned to the applicable Healthmark GPO contract.

For all other Getinge products, there will be no change to the GPO contract you currently access.

How will my local or health system contract with Getinge for the affected products be managed?

At this time, there will be no change. All pricing will be managed by Healthmark and your local Healthmark and Getinge teams are available for support throughout the contract term.

Who do I work with on local and health system contract renewals?

Contact your Healthmark Regional Manager.

Who do I contact for questions on active contracts?

On or after 5/1/2024, contact Healthmark at 800-521-6224 or email HMContracts@hmark.com. Before 5/1/2024, contact Getinge at 888-943-8872 or email USACustomerService@getinge.com.

Who do I contact for non-contract pricing?

On or after 5/1/2024, contact Healthmark at 800-521-6224 or email HMORDERS@hmark.com. Before 5/1/2024, contact Getinge at 888-943-8872 or email USACustomerService@getinge.com.