

### Axogen's commitment to support you and your patients

I hope you, your family, and colleagues are well as the world manages the challenges presented by the ongoing coronavirus (COVID) situation. At Axogen®, we are inspired by the selfless healthcare professionals who are working tirelessly on the front lines to care for people in need, thankful for the scientists who worked quickly to develop a vaccine, and confident in the global community's ability to weather this storm.

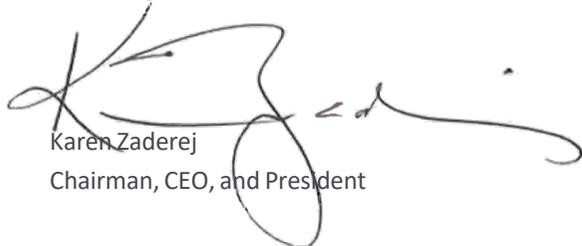
I am writing to express our utmost respect for the challenges you may be facing and our sincere desire and commitment to support you in every way possible as you care for your patients. We recognize the toll that the COVID situation may be having on your organization, your staff, and your resources and want you to know you can count on us during this time.

As a company, here's how we have approached the COVID situation:

- Axogen is following the guidance and protocols issued by the Centers for Disease Control and Prevention (CDC) and state and local public health agencies. We are focused on the safety of our employees, their families, our customers and their patients, and the communities we serve and are taking every precaution to protect their health and well-being.
- Our Axogen team remains focused on supporting your needs. We recognize that our opportunity to positively impact patient care has not changed and our commitment to contributing to the best possible patient outcomes remains as strong as ever. Axogen was founded on a set of core values – patient safety, respect, flexibility, being effective stewards of the gift of human tissue, mutual support, and speed. These core values are constant and serve as our guide for all actions and interactions.
- As such, we are committed to making sure that our nerve repair technologies are available to you for your surgical procedures treating patients with nerve injuries, and that we are available to support your procedures as needed. Our team members respect the vendor access policies of our customers, comply with customer facility safety protocols, and communicate with you in the manner that best meets your needs, whether in person or by phone, email, or text.

Please continue to engage your Axogen sales representative or our Customer Care team for any nerverepair needs. We will deliver the high level of service that you are accustomed to receiving from us. We are here for you and will provide ongoing support however appropriate. You can also reach us at [customercare@axogeninc.com](mailto:customercare@axogeninc.com). We share your dedication to patients and are ready and able to support the important work that you do.

Warm regards,



Karen Zaderej  
Chairman, CEO, and President

## **COVID-19 Statement**

In light of the current situation surrounding COVID-19, Axogen has reviewed American Association of Tissue Banks (AATB), U.S. Food & Drug (FDA), Centers for Disease Control and Prevention (CDC), and state health department regulations and our work practices surrounding processing of our human tissue products (Avance® Nerve Graft). Axogen takes several steps to minimize cross contamination from the donor of human tissue to the recipient of our products. These steps start with donor eligibility screening and end with our processing practices. AATB and FDA have developed additional donor screening requirements surrounding the travel history and medical conditions of the donor due to COVID-19. Axogen is complying with all AATB and FDA recommendations. We will continue to monitor AATB, FDA, and CDC communications and implement updates as needed to our donor eligibility system.

With respect to our processing practices, Axogen processing of human tissue includes controls on the environment and on processing reagents that minimize the risk of tissue contamination. Additionally, our processing solutions have some level of viricidal activity and, most importantly, the products are sterilized by gamma irradiation, which has been shown to inactivate the coronavirus family. It is our belief that the new donor screening criteria put forth by AATB and FDA and our sterilization and processing controls minimize the risk of COVID-19 transmission to a recipient from the implantation of our products.

The company has taken precautions to protect our employees and visitors and minimize the risk of any disruption to our business. We are closely monitoring the situation and, as with any public health issue, Axogen will follow all appropriate guidance and protocols issued by the CDC and state and local public health departments.

March 11, 2020