Dear Valued Customer:

As you know, Covid-19 and its variants are not going away anytime soon. This pandemic has and continues to disrupt supply chains world-wide.

Southwest Technologies Inc (SWT) is continually working to overcome multiple issues that this pandemic has caused, however we are at the mercy of our vendors and they are dealing with their own issues caused by the pandemic. Unfortunately, some things are out of our control.

Regarding our sterile wound care products: Elasto-Gel wound dressings and Stimulen-powder, gel and lotion products, following are a couple of notes we wanted to share with you.

Due to a Federal Mandate, PPE products take priority in sterilization. This has caused a backlog as there are only 4 sterilization companies in the USA to handle all medical device, pharmaceuticals and now PPE products. What once was a weekly delivery for sterilization has now become a monthly appointment with an accompanying time-slot. SWT is making sure we have a monthly appointment to ensure we do not have any additional disruptions for sterilized products.

Plastic raw materials have been extremely difficult to obtain. Vendor lead-times have increased from 6 – 8 weeks to as much as 28 weeks. Many items that were to be delivered to the USA are stuck on the water or are waiting to be put on trucks and moved from the docks. This affects the Stimulen Lotion and both sizes (1/2 oz, 1oz) of the Stimulen Gel. **Stimulen gel items have not been discontinued** although we are currently on back order for these products.

SWT anticipates our ST9555 to be released by mid March. This due to testing that will be completed by the end of February. Once we have received the final reports from the testing we will be able to release the product.

**With regards to the ST9502 (½ oz collagen gel)** we anticipate tubes to be delivered soon (they are still on the boat waiting to be delivered). **Many of you have orders for the ST9502 Stimulen gel and we are asking you if you want to can change to the ST9503 (1 oz collagen gel) as these tubes are in house. If this is of interest to you, please send in a revised purchase order.** Please let us know asap so that we can account for all customers who want this item switched to the larger size and fulfill your orders as fast as we can in April.

**Tyvek** - Vendors of this material are in force majeure. SWT is continually communicating with our vendors to ensure we are not delayed in receiving this material so we do not have to delay the production of Elasto-Gel wound dressings.

**Hot/cold therapy product** - SWT is working diligently to overcome the back order situation that we are currently in. We are working on our back order log and anticipate late 1st qtr or early 2nd qtr to be caught up orders.

We truly apologize for all the inconveniences this has caused in our commitments to servicing you. We greatly appreciate your patience and your continued support and will keep you posted on all orders and progresses.

Thank you-Southwest Technologies