



Dear PKG® Customer,

As members of the global healthcare community, it is our duty to protect and provide for our customers. Following the current recommendations of the [Centers for Disease Control and Prevention \(CDC\)](#) and the [World Health Organization \(WHO\)](#), we at Global Kinetics are taking stringent actions to do our part as global corporate citizens.

At Global Kinetics, we find ourselves in a unique position to provide insight into the movement symptoms of Parkinson's patients outside the clinic environment with PKG. We have thoughtfully considered what it means for Global Kinetics to serve our Parkinson's patient community, their family members and our clinicians, while also protecting our employees.

**What we are doing:**

*Protecting our community* – We have chosen to proactively move the majority of our workforce home – for the safety and wellbeing of themselves, their families and our community at large.

*Protecting your patients* – Routine delivery of PKG Watches will continue, to provide at-home delivery of PKG Watches to Parkinson's patients. We continue to utilize a controlled area and use cleaning materials effective against communicable diseases.

*Continuing to serve* – PKG support and fulfilment, including delivery of PKG Watches (where applicable) will continue to operate to support patients and caregivers. As many of our providers shift to utilizing PKG to support telehealth visits, we will continue to fulfill and process PKG orders.

**PKG Watch Packaging:**

Our fulfillment center is committed to doing our part to protect patients and caregivers. PKG patient kits are programmed, assembled and packaged in a controlled environment. All packaging materials, including the shipping box and instructional pamphlets are new for each PKG order. When the PKG Watch is returned to Global Kinetics, the PKG Watch is cleaned using products effective against communicable diseases. In the US, the PKG Watch band is new and replaced for each patient.

At Global Kinetics we are committed to serving our patients and our global community. As we continue to learn more, we will keep you updated. Please let us know if there is anything further we can do to support your work.

With gratitude and wishes for your safety and wellbeing,

A handwritten signature in black ink that reads "John Schellhorn".

John Schellhorn  
CEO, Global Kinetics