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Dear TAPI customers, channel partners and suppliers worldwide:

I truly hope that all of you are staying safe throughout this global health emergency and wish a swift recovery to anyone affected.

I want to share with you an update on our actions in response to the COVID-19 pandemic and reassure you of our commitment to providing a safe and healthy workplace while continuing to satisfy the needs of our customers, globally.

As you know from previous communications, starting in mid-March 2020, TAPI Senior Management formed an internal COVID-19 Response Team which continues to meet regularly to review all of the latest guidance and recommendations from the World Health Organization (WHO), the US Center for Disease Control and Prevention (CDC), and California State and local San Diego authorities. All appropriate measures have been implemented to ensure the safety of our employees, customers, partners, and suppliers, and daily actions are being taken as the situation evolves.

As a result of the numerous safety measures implanted, TAPI's San Diego facility has been able to continue to operate normally throughout the pandemic without any interruption in our ability to provide instruments, spare parts, repairs, technical or other customer service support. Instrument and spare parts delivery times and factory repair turnaround time continue to remain normal. From March through September 2020, most of our staff that are able to perform their job function from home did so but since September most returned to working full-time at our facility. Effective immediately, we are once again asking those that can work efficiently from home to do so. We are also once again going to limit all non-essential travel by our employees and visitors to our facility. All TAPI staff continue to be fully available by phone and/or email as usual.

The global crisis is unfortunately far from over, so I encourage you all to remain diligent in taking appropriate measures to protect yourself and others. Stay healthy and safe!

Kind Regards,

Martin Abbott
General Manager