

FREQUENTLY ASKED QUESTIONS

S2S GLOBAL STRATEGIC PARTNERSHIP WITH DEROYAL, INC.

Q: *When will the strategic partnership go into effect and what does it mean for our customers?*

A: The partnership is effective as of January 2, 2025. As part of the strategic partnership between S2S Global and DeRoyal, the S2S Global sales team has become part of the DeRoyal sales network. As a result, you will have additional support from the expansive DeRoyal team in addition to your current representative to provide you exceptional customer support.

Q: *What will change for S2S Global customers as a result of the strategic partnership?*

A: S2S Global will continue to operate as it has historically, with no impact on our existing customers' experience with our team. Our operations have not changed, nor has our mission to provide our customers with sourced commodity products both domestically and internationally. We are committed to providing meaningful cost reduction opportunities to you.

Q: *Who do I reach out to for S2S Global related inquiries within the new sales organization?*

A: The S2S Global – DeRoyal territory coverage and contacts are outlined below. Your designated team will continue to support you and your needs surrounding the S2S portfolio, products, and contracts moving forward.

Q: *Will there be any impact operationally to how orders are placed and/or to process requests through S2S Global?*

A: No, the following will remain unchanged through the transition:

- Legal name will remain "S2S Global"
- PO submissions
- All ordering patterns
- Current distribution centers and processes
- Accounts Receivable Contact Information
- Current W-9 for S2S Global

Q: *Will the partnership impact the current and newly awarded contracts for S2S Global product categories?*

A: No, unlike the Orthopedic Soft Goods transition from S2S Global to DeRoyal, resulting in S2S exiting the category, S2S Global will remain on all current and recently awarded contracts as the designated provider for those product categories as defined by the contract award and term window.

NEW S2S GLOBAL - DEROYAL TEAM COVERAGE:

Frank Speiden - *Divisional VP, MedSurg Solutions*

Fspeiden@deroyal.com

- Leader of the new Sales Team
- Point of contact for escalations and complex resolutions

Tiffany Hughes - *Strategic Operations Director*

Thughes@deroyal.com

- National Accounts
- Southeast Region
- Northeast Region – Interim
- West Region – Interim

Ryan Case - *MedSurg Specialist*

Rcase@deroyal.com

- Great Lakes Region
- Central Region

Lauren Perella - *MedSurg Specialist*

Lperella@deroyal.com

- South Central Region
- Mid-Atlantic Region