

# COVID-19 update

## Customer FAQs

We've been closely tracking the spread and impact of COVID-19 since it was first reported and continue to take action to protect our employees, customers and communities.

This is a changing and dynamic situation that we are monitoring very closely. The change and response measures we have put into place are temporary and may be expanded, extended or terminated by Stryker at any time.

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### General

#### **How is Stryker supporting customers and healthcare professionals during this global pandemic?**

People are at the heart of what we do. Coronavirus (COVID-19) doesn't change that. That's why we are working around the world to put people first and deliver on our mission to make healthcare better. Here is our commitment to our customers:

- We recognize that you may need us to serve you differently. Our sales and service organizations remain dedicated to supporting you. We will respect the requests and policies established by your offices, hospital facilities, regulatory bodies and governmental authorities.
- We understand that maintaining product supply is more important than ever. We are focused on maintaining product availability and will update you if anything changes.
- We believe the best way to protect people is to reduce exposure. We are embracing opportunities to do that through work at home policies, travel restrictions and virtual education programs. We will find new, creative ways to engage and support you.
- We know that communication is critical. We have created a dedicated COVID-19 resource center at [Stryker.com/COVID19](https://stryker.com/COVID19). We will keep this center updated with information based on feedback about what is important to you.

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## **What is Stryker doing to help with the personal protective equipment (PPE) shortage?**

Currently, Stryker doesn't manufacture masks or ventilators, but we are working with industry partners to quickly explore options to address this need. We do manufacture patient hygiene, disinfecting and surgical protection products that may help protect patients and healthcare professionals from general contaminants as the need grows. We are ramping up production as quickly as possible for products that we believe can help during this time.

## **Is Stryker making donations toward research or treatment of COVID-19?**

Pharmaceutical and diagnostics companies are focused on developing COVID-19 testing tools and vaccinations. As a medical technology company, we are investing in ramping up the availability of products we believe can help our customers, their patients and communities during this time. For example, we make hospital beds and stretchers for hospitals and intensive care units. We are prioritizing production of high-demand products.

We are also looking at options to assist via production of personal protective gear such as masks, but it will take time to get the products approved and scale up production. We are working with our trade association, AdvaMed and FDA to accelerate the regulatory pathways for essential personal protection equipment (PPE).

## **Safety**

### **How is Stryker protecting employees during the COVID-19 situation?**

We believe the best way to protect people is to reduce exposure. We are embracing opportunities to do that through work at home policies, travel restrictions and virtual education programs for those eligible. We are also providing regular communications and urging employees to access resources on Stryker's employee intranet, including resources on what employees should do if they experience respiratory illness symptoms or if potentially exposed to someone with COVID-19, as well as information available from the U.S. Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO).

### **What travel restrictions are currently in place for employees and agents?**

In the interest of preserving the safety and well-being of our employees, customers and communities, we have restricted travel through June 30, 2020. During this time, travel will only occur to support critical customer service or product supply activities. Our guidance will evolve as we learn more, including the potential expansion or extension of this travel restriction.

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## What types of travel are considered critical?

Taking all CDC, WHO and local community guidelines into consideration, we're prioritizing critical activities and limiting non-critical activities. Our current list of critical activities includes:

- Product implementations / new product in-services
- Case coverage / support
- Evaluations / trials for upgrades or conversions
- Product repair, service and support
- Clinical hands-on training
- Product demonstrations and protocol compliance reinforcement
- Clinical presentations that promote safety for hospital staff and patients
- Used device collections for reprocessing

## Supply

### Does Stryker anticipate product disruptions as a result of COVID-19?

We understand that maintaining product supply is more important than ever. At this time, we have had minimal product disruptions. However, this is a changing and dynamic situation that we are monitoring very closely. We are actively assessing potential business impact across our global supply chain and taking measures to help mitigate risk to our product supply.

### Will you continue to supply loaner sets and replenish consigned inventory?

We will continue to offer these services as long as it is safe to do so. Customers should contact their sales representative to customize a plan that focuses on their needs.

### Are the products shipped from Stryker safe?

Our supply chain is protected and exceeds policies set forth by the CDC and WHO. Additionally, we've put strict standards in place for our employees to protect themselves and others.

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## **How will I be notified of any product or service disruptions?**

Sales representatives will notify impacted customers if there will be disruptions to product availability or service.

## **We have an immediate need that Stryker could help solve. How do I let someone know?**

We're in this together. Please reach out to your Stryker sales representative or agent to learn about ways we can help support you through this difficult time. Your local representative can connect you with other businesses within Stryker as needed.

## **Will the closing of borders or other supply chain issues interrupt orders I've already placed?**

Thankfully, technology makes it easier to track shipments, and we'll be doing everything in our power to get you the orders you need. Since this is a rapidly evolving situation, we cannot promise that there will not be a delay in shipment. Travel between international borders is being limited around the world, yet essential traffic is being allowed. If you are experiencing order concerns, please reach out to your local Stryker representative.

## **Service, support and education**

### **How will Stryker support me as a customer?**

We're committed to our customers and will align to meet your emerging needs. Our supply chains have experienced minimal disruption and we're focusing on getting customers medical equipment and products that are essential to do their jobs. We will respond by continuing to explore new and creative ways to engage and support customers in the weeks and months ahead.

### **Will the company continue to attend and exhibit at major medical conferences?**

All conferences and trade shows will be evaluated by our respective businesses and regions, with the strong recommendation of canceling and/or limiting our presence through June 30, 2020. When this isn't possible, Stryker employee and/or agency attendance will be kept to a minimum.

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## **Will the company hold planned meetings, events and educational programs at conferences, trade shows, symposiums, etc.?**

Unless critical, company-sponsored meetings and events will be canceled, postponed, reduced in size or held via teleconference through June 30, 2020. Meeting cancellation is at the discretion of our business, regions and global leaders. Meetings and events that are held will be limited to 10 people or fewer when possible. We are encouraging the use of telecommunications for meetings and medical education events whenever possible.