



Hillrom™

March 26, 2020

[Customer #]
[Customer Name]
Attn: [Contact Name]
[Address]
[City, State, Zip Code]

Dear Hillrom Partner,

As countries around the world prepare for an increase in patients from the spread of Coronavirus-caused COVID-19, we wanted to thank you, as a Hillrom partner, for the efforts you are making to help hospitals and health systems meet critical product, services and solution needs.

These are unprecedented times and I wanted to provide you with some tools to help you answer questions your customers may have. We have setup a [dedicated COVID-19 resource center](#) on our website, which we are now working to expand to provide specific country and region information. The solutions we offer together play a critical role in COVID 19 response and include:

- Maintaining Front Line Screening & Diagnostic Capacity
- Providing Solutions for Infection Control and Reduction of Cross- Contamination
- Infrastructure Expansion to Create Surge Capacity
- Extending Care Communications

We have identified approximately two dozen products that are seeing dramatically increased demand globally as COVID-19 spreads. Hillrom is carefully managing its global supply chain and is ramping up production of ICU and med-surg smartbeds, vital signs monitoring and physical assessment products such as thermometry. While we manage through this ramp- up, I wanted to provide you with some talking points to support your conversations with hospitals and health systems.

Q: What Are You Doing in Terms of Supply of These Critical Products?

A: We are monitoring our product inventory, raw materials and component needs daily while continuing to endeavor to meet customer demand for most of our products around the world. There is currently no disruption to our manufacturing operations, and we are managing supply risks. Hillrom carefully follows WHO and U.S. CDC directives, as well as individual country guidance regarding transportation and shipping availability.

Q: Is Hillrom Increasing Production to meet demand?

A: Hillrom is carefully managing its global supply chain and is working to significantly ramp up production, with the goal of more than doubling capacity in the most critical areas.



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Q: Are You Allocating Product Right Now?

A: Given the unprecedented scale of this crisis around the world, even with significantly increased capacity, we cannot meet all orders for immediate delivery. Our approach is to try to allocate the most urgent deliveries to locations with the most immediate clinical need around the world.

Q: What Is the Allocation Process?

A: We have implemented a process to review all new orders across the globe in order to try to align supply to the most urgent need. As well, given the supply chain disruption that exists in different countries, we are evaluating, order by order, any potential issues that may delay or prevent delivery.

Q. Why Can't You Give Me a Clear Committed Delivery Date for my Order?

A. We are reviewing and approving all new orders related to COVID-19 on a global basis to ensure we can commit the production and provide you an accurate estimated delivery date. We know in certain cases this is later than you have requested, but we do not want to make commitments that we cannot keep given the criticality of the situation. The resources of the entire organization are focused on this and I will ensure personally to follow up with you on the ability to accept the order and the estimated delivery date.

We know this is a very fast moving and evolving situation and I encourage you to reach out to your Hillrom representative if you have any questions. Supporting hospitals and health systems through this crisis is the focus of every single employee right now.

Best Regards

Andreas Frank
SVP, President
Front Line Care