

## Swisslog Healthcare Important Communication

# COVID-19 Active Mitigation Plan

March 30, 2020

In this fluid situation concerning COVID-19, Swisslog Healthcare remains committed to protecting the safety and health of our employees. Equal is our commitment to support the efforts of our healthcare customers as you maintain and expand capabilities to efficiently and safely deliver patient care.

Our company has the following policies in place to protect our employees, customers, and your patients if we are required to perform service activity in patient areas.

### Personal Protective Equipment (PPE)

Swisslog Healthcare employees and contractors are trained on the proper use of personal protective equipment. Further, our employees and contractors are required to follow the PPE policy specified by each customer when he/she conducts work onsite. Customers are expected to provide Swisslog Healthcare personnel and contractors with the specified PPE necessary for use in areas with patients, along with instructions for cleaning, use, and proper disposal. For construction sites with no active patient contact areas, Swisslog provides and maintains its own PPE as specified in applicable contracts.

### Customer Facility Dynamic COVID-19 Compliance

Swisslog Healthcare employees and contractors are now instructed to enter customer healthcare facilities exclusively through the main entrance unless specific instructions have been given prior to arrival. If the Swisslog personnel cannot meet all the posted requirements to enter and work in the facility, they will leave the premises. Then he/she will immediately contact their supervisor for further instructions and if possible, conference in the designated facility contact by phone.

When visiting general contractor (GC) construction projects, Swisslog Healthcare employees and contractors are trained to phone 24-hours prior to arriving onsite. Only specified entrances may be used to access job sites, and appropriate PPE specific to the job location must always be used in accordance with posted requirements and OSHA requirements.



### Personal Hygiene

Swisslog Healthcare employees and contractors are instructed to wash his/her hands frequently throughout the day, especially before touching facility equipment or hardware. Disposable gloves are required to be worn when contact with infectious contamination is possible.

Employees and contractors are trained to avoid touching his/her face, nose, mouth, or eyes while visiting a customer location or construction site. Further, they are instructed to avoid shaking hands and avoid taking breaks or meals near others (within a 6-foot radius).

### Reporting and Responding to Employee Illness

Swisslog Healthcare policy requires all employees leave their work location at the onset of any flu-like symptoms as required by current [Centers for Disease Control \(CDC\) guidance](#). Upon recognition of one or more symptoms, the employee is instructed to immediately obtain a N95 mask or, at minimum, a surgical mask, then swiftly exit the building and notify his/her supervisor. If the facility work location has more stringent guidelines, those supersede the guidelines outlined by Swisslog Healthcare. Once they leave the job site, he/she must comply with following paragraph as well.

An employee or contractor who exhibits flu-like symptoms prior to reaching the jobsite must refrain from working until he/she is symptom-free and provide a statement from a healthcare facility that they have been cleared to work with no contact restrictions. This may come after he/she may be subject to a 14-day mandatory quarantine period or a negative test result for COVID-19, as required by local health and medical officials.

### Health Data

Swisslog Healthcare is prohibited by law from providing third parties with information, health records, or health status about our employees or contractors. Swisslog Healthcare cooperates fully with all applicable government authorities as required by law regarding the COVID-19 pandemic.

### Service Availability

Temporary adjustments to our regular service experience are as follows:

- All non-essential onsite Pneumatic Tube preventative maintenance is suspended temporarily so field service personnel are readily available for facilities in need. We will revisit this status on a week-to-week basis.
- Pharmacy automation preventive maintenance will be performed per established schedules whenever possible, based on available staffing levels.
- Onsite emergency customer support remains available, except in situations where a travel restriction is mandated by the government or we don't have an employee located in the local area. Every effort will be made to provide phone/video conferencing support for our remote customers.



### Production and Supply Chain

At present, each of our three key logistics and manufacturing hubs are operating in accordance with government guidance and regulations and are considered critical healthcare-related businesses. Swisslog Healthcare has taken significant measures to minimize the risk of losing capacity in every plant. This includes physically separating key operations or scheduling work across two separate work groups operating in two different (non-overlapping) shifts. The period between all shifts is used to disinfect work surfaces and common areas.

Our supply chain professionals are executing contingency plans with all key suppliers, which includes driving down to the sub-supplier levels. In most cases both Swisslog and tier I suppliers maintain several months of safety stock to mitigate interruptions in supply chain caused by natural disasters or geopolitical uncertainties. Swisslog Healthcare is not presently experiencing any known disruptions in the supply chain and is monitoring the status seven days a week through this pandemic. As this situation changes daily, if a supply chain issue should impact an active customer order, we will notify the customer of an expected mitigation date.

### Spare Parts and Consumables

Currently, Swisslog Healthcare does not anticipate shortages of spare parts or consumables. As a precautionary measure, we reserve the right to limit customer orders to their historic order levels to discourage hoarding and ensure our ability to support all customers.

The situation is fluid, and it is possible that some parts or consumables may not be available at the height of historic levels for some weeks. Each facility's assigned customer care representative will review each customer's order history and advise each customer if a delivery issue is anticipated.

### Notifying Swisslog Healthcare of COVID-19 related emergency or specific Information.

Contact information for each region is as follows:

	Phone	Email
Italy:	+39 053601820624	<a href="mailto:service.healthcare.it@swisslog.com">service.healthcare.it@swisslog.com</a>
Germany:	08000805240	<a href="mailto:service.healthcare.de@swisslog.com">service.healthcare.de@swisslog.com</a>
Switzerland:	0800 / 080 52 40	<a href="mailto:service.healthcare.ch@swisslog.com">service.healthcare.ch@swisslog.com</a>
GCC:	+971 (0)582017003	<a href="mailto:service.healthcare.mea@swisslog.com">service.healthcare.mea@swisslog.com</a>
Nordics:	no specific tel number	<a href="mailto:service.healthcare.no@swisslog.com">service.healthcare.no@swisslog.com</a>
Netherland and Belgium (Dutch speaking)	+31552688888	<a href="mailto:service.nl@swisslog.com">service.nl@swisslog.com</a>
France & Belgium (French speaking)	+33 (1) 55 69 35 93 or +33 (1) 55 69 35 90 or	<a href="mailto:support.clients@swisslog.com">support.clients@swisslog.com</a>
United States	+1-303-371-7770	<a href="mailto:alerts.healthcare.us@swisslog.com">alerts.healthcare.us@swisslog.com</a>
Canada	+1- 303-371-7770	<a href="mailto:alerts.healthcare.us@swisslog.com">alerts.healthcare.us@swisslog.com</a>