

18 March 2020

Dear Baxter Stakeholder/Customer

As the situation continues to develop regarding Novel Coronavirus (COVID-19) in the UK, we wanted to update you on the actions Baxter Healthcare Ltd has taken to protect employees whilst also ensuring we are able to meet the critical needs of our customers and patients. We would like to emphasise that during these unprecedented times Baxter stands ready to take every reasonable step possible to support our hospitals and healthcare partners over the weeks and months ahead.

Since the emergence of COVID-19, we have taken proactive measures to protect employee workplace safety, provide aid to healthcare providers and those affected by the pandemic, and to maintain global supply of our life-saving and life-sustaining products. We are working closely with all relevant health organisations and authorities in the UK to meet the increasing demand for Baxter products and services through inventory management and our pandemic preparations.

At present there is no impact from COVID-19 to Baxter's manufacturing operations in the UK, or within Europe. We have seen an increase in ordering over the past week. This is a dynamic situation. We are committed to transparent communication and to providing updates should the circumstances change.

Please find below an update and overview of our current situation.

#### **Homecare Nursing Services and home deliveries**

We are working to align our activities with the advice from the National Clinical Homecare Association. We are also working closely with our nursing service and delivery providers to ensure that both employees and patients are protected and to ensure the sustainability of our service. We have contacted our customers requesting that any patients who are self-isolating, displaying symptoms or have tested positive for COVID-19 are flagged in advance so that we can safely provide the support they require.

Both nursing and delivery teams will be provided with the relevant PPE equipment and have been reminded of the strict hygiene controls. Where necessary we are establishing the right delivery procedures and nursing approach for individual patient circumstances as they arise. For the time being there is no requirement for patients to sign delivery notes.

If you have any questions about our homecare nursing or delivery services please contact Dawn Sarioglu, Clinical Therapy lead Manager UKI – [dawn\\_sarioglu@baxter.com](mailto:dawn_sarioglu@baxter.com).

#### **Aseptic Compounding Services**

Baxter has aseptic compounding facilities in the UK and Ireland producing chemotherapy, IV antibiotics, parenteral nutrition and other IV therapy infusions. We fully understand the critical nature of this service and we are continually reviewing our contingency plans to mitigate any potential impact.

At present we are reviewing the number of products available and may need to reduce some of the products we provide. Our teams will contact customers directly if they will be impacted.

We have implemented our highest level of pandemic preparedness to minimise any risk. This includes social distancing of employees where possible, health checks on arrival to site, enhanced hygiene protocols and the self-isolation of any employees with cold or flu like symptoms.

For any aseptic compounding related questions please contact Rajan Pattni, Head of Service and Engagement EMEA Compounding – [rajan\\_pattni@baxter.com](mailto:rajan_pattni@baxter.com).

## **Manufacturing**

Baxter has manufacturing facilities in the UK and Ireland producing IV and peritoneal dialysis fluids, an active pharmaceutical ingredient for a dialysis fluid and bone substitute products.

At present there is no disruption to our UK and Ireland manufacturing facilities and our plants have implemented the highest level of pandemic preparedness to minimise any risk. This includes social distancing of employees, health checks on arrival to site, enhanced hygiene protocols and the self-isolation of any employees with cold or flu like symptoms.

If you have any questions about the supply of any of our IV or dialysis fluids please contact:

IV fluids – Natasha Rees, Business Unit Head Medication Delivery and Pharmaceuticals UKI – [natasha\\_rees@baxter.com](mailto:natasha_rees@baxter.com)

Dialysis fluids – Aiden O'Neill, Business Unit Head Renal Care UKI – [aiden\\_o\\_neill@baxter.com](mailto:aiden_o_neill@baxter.com)

## **Warehousing and Distribution**

In the UK we have seen an increase in ordering volumes over the past week, combined with a small number of employees in isolation. We are finding that deliveries are taking slightly longer, due to the additional processes customers are requiring us to follow when making deliveries to hospitals. As a result, some deliveries are slightly later than normal but still within the 9am – 4pm delivery window.

We are actively recruiting additional resource and are looking at where employees can be redeployed from across the organisation to support the operation.

We are, in accordance with the request from the UK government, reviewing customer ordering patterns to reduce the risk of customers attempting to stockpile products which would impact the supply elsewhere across the UK and Ireland.

We have implemented the highest level of pandemic preparedness to minimise any risk at our national distribution centre. This includes social distancing of employees, health checks on arrival to site, enhanced hygiene protocols and the self-isolation of any employees with cold or flu like symptoms.

## **Intensive Care Unit support**

We are seeing an increased demand for IV fluids, parenteral nutrition and other pharmaceutical products which we are monitoring carefully and there is currently no impact on supply.

We are also seeing an increased demand of our CRRT machines and infusion pumps as hospitals increase their ability to treat larger cohorts of patients. We are asking all hospitals to work closely with their account managers during this time. Whilst our manufacturing facilities are still fully operational the increased demand for orders across Europe will mean impact on lead times for these products.

If you have any questions about the supply of CRRT or parenteral nutrition please contact:

CRRT - Samantha Nickerson, Business Unit Head Acute Therapies UKI – [Samantha\\_nickerson@baxter.com](mailto:Samantha_nickerson@baxter.com)

Parenteral Nutrition – Paul East, Business Unit Head Clinical Nutrition UKI – [paul\\_m\\_east@baxter.com](mailto:paul_m_east@baxter.com)

### **Renal Therapies**

We are closely monitoring the availability of consumables for patients undergoing Haemodialysis and Peritoneal Dialysis. We are monitoring customer ordering patterns and the availability of raw materials, working closely with our global supplier network to address any needs that arise.

Please be aware that the manufacture of products such as HD monitors are subject to a lead times which will impact availability. We advise customers to work with their Baxter account manager to discuss any plans to increase provision of either PD or HD that require additional use of Baxter products and services that arise during this current situation.

At this time our patient education centres are still providing critical training. Where necessary we are utilising nursing resource from other Baxter teams to ensure we can continue to provide important patient training. The team are working with Renal Units and patients to ensure that we are made aware in advance of coming in for training if anyone is displaying symptoms, is in self-isolation or has tested positive for COVID-19.

For any questions about our renal therapies please contact Aiden O’Neill, Business Unit Head Renal Care UKI, [aiden\\_o\\_neill@baxter.com](mailto:aiden_o_neill@baxter.com).

### **Surgical Care products**

There is currently no impact on supply for our surgical care products. We have already communicated to our customers that whilst our team are no longer accessing theatres, they are on hand to provide any support where needed.

For any questions about our surgical care products please contact Andrew Warburton, Business Unit Head Advanced Surgery UKI – [Andrew\\_warburton@baxter.com](mailto:Andrew_warburton@baxter.com).

### **Our Employees**

The health and safety of our employees is critical and so we have taken appropriate actions across the organisation to protect our teams whilst also ensuring that we can continue business as usual. We have implemented remote working for our office based teams, we have put in place social distancing in our manufacturing, distribution and compounding facilities, as well as buddying systems to enable tasks to easily be picked up individuals in the event of illness. We have also proactively removed our sales teams from hospitals unless there is a critical patient need.

If you have any questions or require any further information please do contact us. We commit to updating you in a similar format in 7 days' time unless we experience any significant changes which require a more timely update. If there are specific contact points in your organisation please contact Matt Owen, Head of Commercial Excellence UKI [matthew\\_owen@baxter.com](mailto:matthew_owen@baxter.com). We are open to engage with you on specific points as and when any need arises.

Kind regards

A handwritten signature in black ink that reads "A Goldney". The signature is written in a cursive, slightly slanted style.

Andy Goldney

VP Medication Delivery and Pharmaceuticals Europe and UKI Country Sponsor