

COVID-19 update

Field-based sales and service personnel

In the interest of preserving the safety and wellbeing of our employees, customers and communities, we are providing the following guidance to our field-based sales and service employees. We aim to meet our customers where they are, which means finding creative and flexible ways to support you and the patients you serve.

Policies

- Field-based personnel will be ultra-sensitive to the needs, requests and policies established by our customers.
- Employees are required to stay informed and comply with procedures and protocols put in place for third-party suppliers and/or sales representatives by our customers to maintain patient, staff and visitor safety.
- Employees are required to comply with all applicable local, regional and government restrictions.

Safety

- Employees who develop COVID-19 symptoms are prohibited from entering a customer's location.
- Temperature screening protocols have been established in the majority of Stryker's facilities, including our field locations.
- US field-based employees are required to complete our COVID-19 Health and Risk Assessment Application each day before entering the field for work.
- Employees should avoid entering a case with a confirmed or suspected COVID-19 patient unless it is an emergency. Employees must use an N95 respirator, and if healthcare staff have higher levels of PPE, an employee's level of PPE must match that of the healthcare staff.
- Employees should not enter the area of an aerosol-generating medical procedure for high-risk patients. who have an active, test-confirmed COVID-19 infection, are under evaluation for COVID-19 infection or have COVID-19 symptoms.
- Employees may enter the area of an aerosol-generating procedure for low-risk patients, including patients who are asymptomatic and haven't been tested, or have tested negative for COVID-19 in the 72 hours preceding the surgery. In these low-risk cases, an employee's level of PPE must match that of healthcare staff, and at minimum include a properly fitted N95 respirator, goggles or face shield, and gloves.

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- We have Local Incident Response Teams set up to support any Stryker employee who has indirect exposure to, direct exposure to, potential risk of, presumed risk of or a confirmed diagnosis of COVID-19.

Service

- Employees will enter customer locations only to conduct business-critical activities. Non-critical customer interactions (business reviews, contract reviews, negotiations, etc.) will be managed virtually or by telephone during this time. Acceptable activities can include:
 - 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 collection for reprocessing
- All meetings will be touch- and handshake-free, and employees have been instructed to follow recommendations from the US Centers for Disease Control (CDC) to limit the transmission of illnesses between people including:
 - Practising effective coughing and sneezing etiquette by covering the mouth and nose in a tissue or upper sleeve
 - Washing hands regularly with soap and water for at least 20 seconds or utilising an alcohol-based hand sanitiser with 60-95% alcohol, if soap and water is unavailable
 - Eliminating shaking hands, hugs or kissing cheeks as a form of greeting
 - Avoiding touching your face

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Protection

- All totes must be wiped down with disinfectant before arriving at hospitals and upon return to Stryker's warehouse.
- Gloves and masks must be worn when handling or delivering stock, and should be changed after each drop-off.
- Employees are required to change into hospital-owned scrubs at each facility. If scrubs are not available at the hospital facility, employees should bring their own and only change into scrubs from street clothes at the hospital location.
- We recommend that field-based employees secure PPE from hospitals to use when they're at the site, if there's an available supply. We recognise PPE may not always be available and have supplied our employees with surgical masks, hand sanitisers and N95 masks to continue safely supporting cases.