

COVID-19 update

Field-based sales and service personnel

In the interest of preserving the safety and well-being of our employees, customers and communities, we are providing guidance for our field-based sales and service employees. Now more than ever, it is our goal to meet our customers where they are, which means finding creative and flexible ways to support you and the patients you serve.

General guidance

- Employees will enter customer locations only to conduct business-critical activities through June 30, 2020. Non-critical customer interactions (business reviews, contract reviews, negotiations, etc.) will be managed virtually or by telephone during this time. Acceptable activities may 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 collections for reprocessing
- We are urging our field-based personnel to be ultra-sensitive to the needs, requests and policies established by our customers and their healthcare institutions. We encourage you to ask for what you need and let us know how to best serve you.
- We're asking personnel to be mindful of the current level of strain on our customers and service them to the appropriate degree necessary to ensure successful patient care.
- Employees are required to stay informed and comply with the current procedures and protocols put in place for third-party vendors and/or sales representatives by our customers to maintain the safety of their patients, staff and visitors.
- Employees who develop cold or flu-like symptoms are prohibited from entering a customer location.
- Employees are required to comply with all applicable local, regional and federal government restrictions.

This is a changing and dynamic situation that we are monitoring very closely. We will continue to prioritize the safety of our employees, customers and communities in the way we serve you.

This guidance is intended to be temporary and may be expanded, extended or terminated by Stryker at any time.