

# 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 the following guidance to 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.

### 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 vendors 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 federal government restrictions.

### Safety

- Employees who develop cold or flu-like symptoms are prohibited from entering a customer location.
- Temperature screening protocols have been established in the majority of Stryker's facilities, including our field locations.
- Employees should not enter a case with a presumed positive or confirmed positive COVID-19 patient unless it is an emergency and our employee's level of PPE matches that of the healthcare staff.
- Employees should not enter the area of an aerosol generating medical procedure.
- We have Local Incident Response Teams set up to support any Stryker employee who has indirect exposure, direct exposure, potential risk, presumed risk or a confirmed COVID-19 diagnosis.

### Service

- Employees will enter customer locations only to conduct business-critical activities. Non-critical customer interactions (business reviews, contract reviews, negotiations,

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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
- All meetings will be touch and handshake-free and employees have been instructed to follow recommendations from the U.S. Centers for Disease Control (CDC) to limit the transmission of illnesses between people including:
    - Practicing effective coughing and sneezing etiquette by covering mouth and nose into a tissue or upper sleeve.
    - Washing hands regularly with soap and water for at least 20 seconds or utilizing an alcohol-based hand sanitizer 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.

## Protection

- All totes must be wiped down with disinfectant before arriving to hospitals and upon return to Stryker's warehouse.
- Gloves and masks are to be worn when handling/delivering inventory and are 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 from street clothes into scrubs at the hospital location.
- We recommend that field-based employees secure PPE from hospitals for use while at the hospital if supply is available. We recognize PPE may not always be available and have supplied our employees with surgical masks, hand sanitizers and N95 masks to continue safely supporting cases.