

July 14, 2020

To Our Valued Customers,

At Medela, we take safety seriously. As an essential business committed to supporting our customers, clinicians, patients, mothers and their babies, we pledge to conduct business in a manner that focuses on prevention and safety. This pledge provides a standard process by which Medela employees must adhere to when conducting business on behalf of Medela in addition to local, national and federal regulations.

Our Medela employees have committed to the following precautionary measures prior to any customer engagement.

Awareness and adherence to guidelines - All employees are responsible for knowing and adhering to their state, county and local requirements, as well as the CDC guidelines associated with the coronavirus pandemic.

Travel Safety - Guidelines will continue to evolve as we monitor and adhere to the CDC guidelines and follow the federal, state, and local guidance with respect to travel safety. This includes quarantine requirements at city and/or state levels based upon locations visited in the previous 2 weeks (14 days). Please reference the CDC Coronavirus Travel guidance for the most update information on how to travel safely during this time. <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html>

Medela supports prudent travel required for Medela business including overnight travel noting adherence to all requirements listed above. Domestic air travel is allowed only if absolutely required. Employees will need to outline prior to approval how they will comply with the requirements listed above before, during and after domestic air travel. Medela continues to recommend travel utilizing a personal vehicle over public transportation however public transportation including rail, bus and subway are no longer prohibited as a means to conduct Medela business.

Continuous handwashing – Employees will wash their hands before and after every meeting and will have hand sanitizer available at all times for supplemental cleaning.

Wearing a mask or a face shield – Employees are required to wear a mask or face shield at all times when in public regardless of local requirements while conducting business on behalf of Medela.

Social distancing and small group interactions – Employees will limit all business interactions to small groups and maintain social distancing.

Daily health assessments – Employees must continue to track and record their temperature daily. Before visiting customers, employees must be free of flu-like symptoms and have not had a temperature of 100.4°F or higher in the previous 14 days. Additionally, in the event that anyone in an employee's home has experienced flu-like symptoms, employees are required to stay home for 14 days and not visit customers.

Self-quarantine guidelines - Employees are required to self-quarantine if they have been in close contact with someone who has COVID-19. The CDC defines close contact as being within 6 feet of someone who has COVID-19 for at least 15 minutes. For more information on when to self-quarantine, please visit <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>



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We believe that we are all in this together. By pledging to adhere to these steps, Medela can actively protect the safety of our employees and our customers.

Sincerely,

A handwritten signature in black ink that reads "Melissa Gonzales".

Melissa Gonzales
Executive Vice President, Americas
Medela LLC

As an employee of Medela LLC, my signature below shows my commitment to the pledge above:

Signature

Name

Date