

May 26, 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 adhere 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.

Limiting travel to reduce potential exposure. A personal vehicle, not public transportation, must be used to conduct Medela business. To limit exposure, Medela is prohibiting travel through public transport, including air travel, rail, bus, subway. Overnight travel that would require lodging is also prohibited. This will remain in effect until further notice.

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 while conducting business on behalf of Medela.

Social distancing and small group interactions – Employees will limit all business interactions to groups of 5 or fewer people and practice social distancing of 6 feet.

Daily health assessments – Employees must 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.

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,



Melissa Gonzales
Executive Vice President, Americas
Medela LLC