



CONCORDANCE[®]
HEALTHCARE SOLUTIONS
Delivering service beyond your expectations.

To our valued customers:

On behalf of the Concordance team, we want to say thank you for all that you are doing to serve our nation's communities. This is a time that calls for collaborative efforts across various sectors of the healthcare industry; the impactful work you and your teams are doing to provide the best care possible is extraordinary. It is truly an honor to work alongside so many great people in an effort to bring relief to those most in need. Concordance is diligently partnering with you, our customers, suppliers and government agencies to ensure we are doing our part to best serve the healthcare supply chain.

Concordance has been intimately involved in a Private Sector COVID-19 Supply Chain Coalition, which was created nearly 4 weeks ago between key distributors and numerous federal agencies including FEMA, DHS, HHS, DOJ and DOT. This COVID-19 Supply Chain Coalition was created to form a direct line of communication between the Healthcare Distribution community and the Federal government in order to ensure proper allocation of product within the healthcare supply chain.

In addition to working with the various government agencies, we have also been tirelessly working each day to ensure we are providing the highest level of service to our customers by:

- Enhancing our allocation programming to provide real-time updates as product becomes available, giving further visibility into monthly allocation amounts and availability.
- Sourcing additional PPE items through existing and new suppliers around the globe.
- Working closely with FEMA and the government task force to quickly identify COVID-19 hot spots in order to ensure those areas are getting the supplies they need.
- Distributing critical inventory efficiently by utilizing data and analytics.
- Evaluating additional suppliers to expand and diversify critical product options, including partnerships with suppliers outside of the healthcare industry, such as 3D printing nasal swabs used for testing.
- Addressing low inventory levels of N95 masks by sourcing and offering alternative N95 mask options which are approved by the FDA to qualify as EUA (Emergency Use Authorization).
- Increasing warehouse personnel across the organization by 10% in preparation of any unforeseen absences.
- Providing options to employees for telework, if their position allows.
- Implementing an enhanced cleaning protocol in all common areas of our facilities, including a vigorous process for disinfecting totes and other storage bases.
- Providing increased levels of PPE and sanitizing products for all employees who handle product.

As this pandemic evolves each day, it is our promise that we will further adapt so that we continue to serve you, our valued customer. Our purpose of positively impacting lives has never been stronger. In closing, please convey to the healthcare providers within your organizations that we are truly thankful for their daily sacrifice. Together we will overcome all of the challenges that we are facing, now and in the future.

Stay safe,

Lisa Hohman
CEO, Concordance Healthcare Solutions