



**CONCORDANCE®**  
HEALTHCARE SOLUTIONS  
*Delivering service beyond your expectations.*

April 23, 2020

To our Customers:

Concordance wants to extend a thank you to all healthcare providers, essential front-line workers and those supporting them, for all they are doing during the pandemic. It is truly their unwavering heroism in the face of adversity that is inspiring us all as we prepare to reopen our country. While we still have many obstacles ahead of us, we must stay resilient and are confident that we will bounce back. From tragedy comes triumph.

Throughout this pandemic, Concordance has worked relentlessly to support the needs of our customers and remain a vested partner. Maintaining the integrity of the supply chain and ensuring distribution of product to all of our customers in a fair and equitable manner, not only drives us as an organization during regular times, but also during this time of pandemic. We have been focused on increasing strategic sourcing by securing and assessing all supplies in order to mitigate any risk of counterfeit products. In addition, Concordance is staying mindful to avoid sourcing channels that are participating in excessive price inflations, as well as proactively looking for alternative product and process options to fulfill/supplement the high demand for PPE. Our Operations team has also been actively vetting new logistics and transportation partnerships to help reduce lead times on deliveries from suppliers.

By working with our supplier partners, in conjunction with actively participating in the sourcing of critical PPE and other products, Concordance strives to support the needs of our customers. This has included supporting our customers in the set-up of several temporary hospitals, on both the state and federal level across the country. Over the past several weeks, the Concordance team has worked diligently to supply equipment and disposable products to locations throughout New York City, the epicenter of Covid-19 within the United States; including both the Javits Center in NYC and the USS Comfort (a U.S. Naval ship currently docked in NYC). Concordance continues to participate and collaborate in the FEMA Supply Chain Task Force, spearheaded by Admiral Polowczyk, to identify urgent supply shortages to healthcare providers across the country and disperse products through Project Air Bridge, the National Strategic Stockpile (NSS) and reallocating product from across the country to the hotspots and those in critical need.

As the pandemic has evolved, we have consistently reassessed our policies and practices to adhere to federal, state and local directives and advisories as they are released. We continue to support all of our team members who are remotely working from home and taking every precaution to protect the health and wellbeing of our frontline warehouse and transportation teams.

We will continue to keep you updated through the next few months. We have also created a Covid-19 Resource page to provide up-to-date information. Please visit at: [www.concordancehealthcare.com/coronavirus-customer-resource](http://www.concordancehealthcare.com/coronavirus-customer-resource)

Wishing everyone good health and wellbeing during these difficult times.

Gina Marchese  
Executive Vice President