



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

March 13, 2020

Dear Valued Customers and Suppliers,

In response to the increasing number of cases and uncertainty surrounding the COVID-19 pandemic, we want to share our plan to ensure the health and safety of our employees as well as the continuity of supply for you, our valued customers and suppliers. We are continuing to refine our emergency preparedness plan to adapt to this evolving crisis.

The health and safety of our employees, their families, our customers, our suppliers and our communities is of critical importance to Concordance. We have educated all employees on the best ways to protect themselves through proper hand washing, respiratory etiquette, maintaining a safe distance from others, and limiting unnecessary physical contact. We have also instructed all Concordance employees who are ill, or have family in their homes who are exhibiting any symptoms of respiratory illness, to take all precautionary measures and stay home.

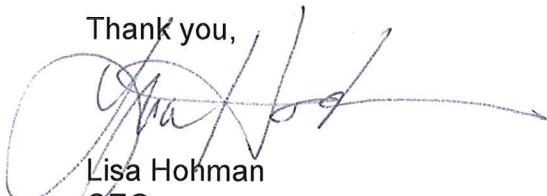
In our facilities, we have invoked rigorous cleaning and disinfecting protocols.

In addition to our preventative measures, we are evaluating all non-essential travel. We asked leaders to review all events and meetings through April 30 and to make prudent decisions on whether to cancel attendance in alignment with our travel guidelines.

Concordance is making every effort to ensure the continuity of supply. Daily management huddles have been implemented to keep communication flowing within and between our departments. Senior Management meetings are also conducted daily to consistently review flow of operations and evoke any contingency planning. Concordance is following the current guidelines set forth by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). We will continue to communicate with you as we closely monitor this evolving situation.

Our hearts go out to the individuals, businesses and communities that have been affected by COVID-19 and we remain committed to supporting our healthcare providers and servicing our communities during this global healthcare crisis.

Thank you,



Lisa Hohman
CEO