



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

April 7, 2020

Hello Team,

On behalf of the Concordance leadership team, we wanted to reach out to all Concordance employees and say THANK YOU. The past few weeks have been challenging, to say the least. Our lives have changed in an instant and we are all doing our best to adapt to our new normal. We understand the strain and challenge that this has placed on us as individuals and as an organization. Our implementation of new policies and procedures, literally by the hour, has been nothing but extraordinary. Whether it has been adding work from home requirements, or implementing temperature testing, our team has handled it with determination and grace.

Never has it been more evident that the work that we do is saving lives. From the herculean efforts in the hot spot areas (especially Edison, NJ), to the allocation of product and working with customers across this great nation to ensure they have the product they need to take care of patients. Our dedication from our drivers, warehouse personnel, sales team, customer service, procurement, contracts, item maintenance, finance/accounting, HR and all others are recognized and appreciated not only by us, but by our customers as well.

In addition to supporting our customers, we are also working alongside government agencies (FEMA, DHS, HHS, DOJ, DOT) to ensure the proper allocation of product throughout the healthcare supply chain. We have a number of individuals across the organization involved in meetings 7 days a week, assisting the government in data collection, modeling, supply chain expertise and sourcing efforts. We were honored to be mentioned by Admiral Polowczyk, leader of the FEMA supply chain task force, as a key contributor in the fight against COVID-19, during the President's Task Force update, Sunday, April 5.

The health and safety of our employees is, and has been, of the utmost importance. Without all of you, healthcare workers do not get the supplies they need to properly take care of their patients. We are proactively implementing best practices in cleaning and disinfecting, providing thermometers for self-testing and most recently, instituting quarantine periods for those traveling to alternate DC's in hot spot areas. Self-care is paramount during times of stress. Please remember that we do have the Employee Assistance Program (EAP) for any employee or family member; please work with HR or refer to our [internal COVID-19 resource page](#) to utilize the programs that are available.

Each and every one of you should be incredibly proud of the work you are doing to serve our communities. Thank you for all you do to positively impact the lives of so many. I am truly grateful for you.

Take care and stay safe & healthy,

Lisa