

January 13, 2020

Dear Valued Customer,

Over the last several days, Puerto Rico and its residents have experienced multiple earthquakes and aftershock effects disrupting the power supply and causing an impact across the island. Our hearts are with the people of Puerto Rico, and we are grateful that our employees are all safe and accounted for.

Baxter's priorities are to ensure the ongoing safety of our employees and to deliver on our commitment to customers by providing continued access to the life-sustaining products and therapies they need. Immediately following the initial earthquake, Baxter activated our emergency preparedness process and have worked closely with local authorities to understand and manage the situation as it evolves.

Based on our preparedness plans and existing days of product supply, no material interruptions in supply are expected assuming no further problematic earthquake activity. Baxter has back-up power sources available at all locations as necessary until consistent grid power is restored to the island. We are continuously monitoring inventory levels as well as the potential need for swift deployment of existing product and production to alternate sites should the need arise.

In addition to maintaining consistent supply, Baxter is working with non-profit relief partners to assess how Baxter can aid in the island's recovery efforts, including authorizing use of our product through the company's manufacture-to-donate program. To achieve this, we partner with relief organizations such as Americares and Partners in Health to help ensure the people impacted have access to essential Baxter products.

We understand the importance of supply continuity and the impact a supply interruption has on your ability to care for your patients, and therefore are committed to communicating any changes in supply with you. While we don't expect a supply shortage, we will provide a follow-up communication next week to keep you apprised of the situation. In the meantime, if you have additional questions, please reach out to your local Baxter sales representative.

Sincerely,



Heather L. Knight  
General Manager  
U.S. Hospital Products  
Baxter