



March 20, 2020

Please be advised that Draeger Medical Systems, Inc. and Draeger, Inc. (collectively “Draeger”) is in the business of manufacturing and supplying medical devices, personal protective equipment, and other safety equipment necessary to sustain life. As such Draeger is deemed to be both a life sustaining and essential business during the Coronavirus (COVID-19) crisis.

Syscom Tech has been determined to be a critical supplier to Draeger and we, therefore, ask that you continue to supply to Draeger during this challenging time. Your cooperation is critical to Draeger’s ability to provide necessary products to sustain and protect human life during this time.

As we continue to face the challenges of the escalating Coronavirus (COVID-19) pandemic, we have taken steps to protect our employees, customers, and suppliers, as we work through this unprecedented situation. Since the outset of the COVID-19 outbreak, we at Draeger have implemented a number of safety measures to manage the health and safety of our customers, employees, suppliers, and their families:

- We established a Covid-19 task force that meets daily to coordinate actions and communication.
- All Draeger employees are instructed to strictly follow the COVID-19 related CDC guidelines.
- We suspended all travel to and from any countries listed on the CDC Level 3 Travel Health notice.
- We restricted all non-essential business travel, and limited travel to our customer sites to ensure continued operations.
- Before travelling to our customer sites, we are reconfirming the appointment so that our customers are expecting our personnel when we arrive on site. We are limiting any travel to supplier sites to the extent possible.
- All meetings, whether internal or with customers or suppliers, that can be accomplished via phone call, Skype or some other media are being done remotely instead of in person.
- We implemented a new visitor policy to limit guests in our facilities until further notice. If you are scheduled to visit one of our facilities, we will work with you to postpone, cancel, or meet virtually.
- All Draeger employees who have the ability to work from home have been instructed to do so until further notice. For those employees whose work cannot be completed remotely, we have implemented measures to keep them safe while at work.



- We provided our employees with special paid time off if needed to take care of their health and care of their families in these challenging times.
- When visiting customer sites, our employees will follow CDC recommendations for personal hygiene and safety and will observe any site-specific requirements.
- We will work closely with the CDC as well as state and local Public Health Agencies if we are notified that a Draeger employee is confirmed COVID-19 positive.
- Any Draeger employee exhibiting symptoms that could be related to COVID-19 will be asked to stay home and seek medical attention, and will not be brought back until they are cleared to return to work.

We appreciate your patience, understanding, and support as our team navigates what is truly new ground for all of us at Dräger, as it is for all of the world.

Sincerely,

Jimmy Jin  
Vice President  
Global Supply Chain