

October 2021

Dear Valued Customer,

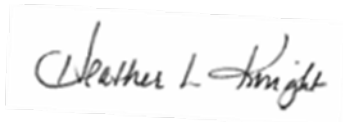
Since the emergence of COVID-19, we have worked diligently to minimize disruptions to the life-saving and sustaining products you and your patients rely on and to be your partner in navigating the challenges of the pandemic. While there is hope that the worst of the pandemic has passed, many areas are still struggling, and the global healthcare supply chain remains impacted, with limitations on the availability of raw materials, component parts and significant freight delays persisting.

We know the frustration that supply challenges bring. I want to assure you that we are doing everything in our control to minimize interruptions and provide you with the quality service and products you expect from Baxter. These actions include:

- **Ensuring Supply Chain Continuity:** Throughout the pandemic, we have experienced unusual and unpredictable ordering patterns across our product portfolio. In cases where we can anticipate a surge in demand, we have implemented protective allocations, such as recent actions taken with MINI-BAG. A protective allocation is not a shortage – it is a proactive measure that best positions us to help ensure continuous, reliable supply so you receive at least 100% of the amount of product that you have traditionally ordered, especially for critical products. We will continue to use protective allocations when market factors are volatile.
- **Increasing Production Output and Reducing Turnaround Time:** For high-demand products, we have increased production levels to maximum capacity and are pursuing short-, mid- and long-term solutions to meet ongoing heightened demand. We have also assessed every step of transferring these products from our facilities to your door, and wherever possible, reduced transit times.
- **Communicating Proactively and Transparently:** We are continuing to provide transparent, frequent communication about products and deliveries, including recently introducing a supply resources section to our website. This section, updated weekly, provides access to the latest information. Visit us at our [Baxter Supply Resources](#) page.

We remain dedicated to finding solutions across all areas of our business to minimize supply interruptions. We recognize how crucial this is to you and your patients and thank you for your continued partnership.

Sincerely,



Heather Knight
General Manager
U.S. Hospital Products