

March 27, 2020

Weekly Status Report

To our Valued Customers,

As the COVID-19 pandemic continues to spread, the challenge to our customers and industry continues to evolve. In keeping with our commitment to communicate, we would like to provide a status report, as of today, on topics of particular interest to our customers: telemedicine / teledentistry, financing, supply chain, health and safety, and practical information to help you manage through this challenging time.

We appreciate that our customers are enduring an unprecedented situation, and we would like to be as helpful as possible during this time. Our mission is to deliver essential products and services to our health care professionals.

TELEMEDICINE / TELEDENTISTRY

As societies increasingly practice social distancing to combat the coronavirus, alternative approaches to care delivery are increasingly of value, in particular telemedicine and teledentistry. Henry Schein's [coronavirus website](#) is the starting point for more information on the benefits of virtual health care, such as the [MedPod](#) Telemedicine Solution for health care professionals.

FINANCING

Henry Schein Financial Services (HSFS) has programs to assist customers who are experiencing financial pressure. In addition, we are working with a number of lenders to develop new programs that make it easier to purchase the supplies and equipment you need once patient activity returns to normal.

If you would like to find out more about these new programs, which we anticipate updating frequently, or have an existing arrangement with HSFS and have been affected by COVID-19, we encourage you to contact us at 855-340-2695 or by email at HSFS-CV@henryschein.com.

SUPPLY CHAIN

Please note that the supply chain conditions described below reflect the situation **globally** for Henry Schein. **Our inventory varies country-by-country, and we encourage customers to contact your local Henry Schein representative to discuss the availability of particular products in each market.** Here is the status of products with the tightest supply as of today:

- **Masks:** Remain the most sought-after item. Anticipate elevated demand for months to come, although we continue to expect our supply chain to ease up in the weeks ahead. Even so, we will continue to ration masks until further notice, and we expect shortages to persist.
- **Gloves:** Demand has surged in recent weeks. The supply chain for gloves is more stable than masks, so we don't expect the same degree of pressure, assuming no changes in the production environment.



SOLUTIONS FOR HEALTH CARE PROFESSIONALS

- **Sanitizer:** Demand has increased during the past several weeks, and we expect there may be disruptions, which is why we are currently rationing supply.
- **Gowns:** Supply has begun to ease up recently, but it will take some time to produce more significant volumes.
- **Other products:** Demand has increased for alcohol prep pads, disinfecting wipes, protective eyewear, thermometry, and IV solutions to the point where we have begun to allocate shipments.

In general, the risk is increasing that we may periodically run out of certain items in the weeks ahead. We are working with urgency to maximize supply.

HEALTH AND SAFETY

Henry Schein – along with customers and suppliers – has had to adapt to new realities in recent weeks. Governments in many parts of the world, for example, have issued instructions for social distancing. Henry Schein, as a matter of course, is following these instructions from local health authorities.

To protect the health and safety of Team Schein, we have implemented new business practices and policies to maintain social distancing, with a significant number of our team members operating from home. We have discontinued group business meetings, where recommended by local authorities, and we are encouraging customers to conduct business virtually whenever and wherever possible. As we adjust to this new reality, please know that we are fully committed to providing health care providers with the excellent support and service customers have come to rely on from Henry Schein.

MORE PRACTICAL INFORMATION FOR YOUR PRACTICE

Henry Schein's [Coronavirus \(COVID-19\) Resource Center](#) provides a rich selection of practical information to help customers with the wide range of issues presented by the outbreak. As a companion to the resource center, the [Coronavirus \(COVID-19\) Education Center](#) provides content from webinars about managing through COVID-19, including a calendar of future events. We are updating these websites regularly and encourage customers to explore the offering.

Henry Schein takes seriously the promise we make to you – Rely on Us – and that promise is especially meaningful in this challenging time. If you have questions, please call or email your local Henry Schein representative or reach out to your local customer service team. We thank you again for your patience and understanding, and we applaud your personal sacrifice in working to keep society healthy under these extraordinary circumstances.

Sincerely,

A handwritten signature in black ink that reads "Stanley M. Bergman". The signature is fluid and cursive, with a horizontal line underlining the name.

Stanley M. Bergman

Chairman of the Board and Chief Executive Officer