

SUBJECT LINE: **Important Information about COVID-19 and your Omnipod® Supplies**



Dear Podder™,

We know that many of you are concerned about the global Coronavirus (COVID-19) outbreak and its impact on your Omnipod® supplies. As a follow-up to our [online communications](#), we are writing to ease your concerns and answer your questions about supply and sterility of your Pods. Keeping our Podders safe is of utmost importance to us, and we want to reassure you that we're actively monitoring the situation.

At this time, Insulet does not anticipate any product supply issues and will continue to deliver our Pods to those who depend on our product to manage their diabetes without any delays. We have systematic contingency plans in place and as part of our standard policy, we have built inventory and redundancy throughout our supply chain, all designed to mitigate against any supply shortages.

Pods are manufactured in a controlled, clean room with proper gowning requirements and environmental controls to ensure the appropriate level of lethality and no unwanted micro-organisms. They are then sent for terminal sterilisation and tested with biological indicators (BIs) at an external certified laboratory to confirm the completion of the sterilisation process. Based on Insulet's manufacturing and sterilisation processes, we are able to ensure the sterility of each Pod.

There are steps that people living with diabetes can take to prepare for emergencies like the Coronavirus. We recommend visiting the [World Health Organization](#) website for the latest information and guidance on COVID-19.

During these uncertain and unprecedented times, I can assure you that our global team of professionals is well prepared to serve you. We have a comprehensive plan in place to ensure the health and safety of our employees, Podders, and the community in which we live and work. Thank you for putting your trust in us to continue to better manage your diabetes care.

Sincerely,

Shacey Petrovic
President and Chief Executive Officer

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Customer Care (24/7): 0800 011 6132

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*Up to 72 hours of insulin delivery.

Insulet Corporation

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