

March 2020

## Medtronic Novel Coronavirus Preparedness

Dear Customer

Thank you for your interest in understanding any potential impact to Medtronic regarding the 2019 Novel Coronavirus (COVID-19).

Medtronic is driven by our Mission to contribute to human welfare, and the ability to deliver access to our life-saving technology is vitally important to achieving that Mission. We proactively plan for events such as this and have taken several steps to ensure business continuity for our operations and employees around the world.

At this time, all of our manufacturing facilities are operational. We've seen no significant impact from the virus to our operations, but the situation remains fluid. We are vigilantly monitoring the situation and are focused on executing our global business continuity plans to mitigate any potential future impact, particularly in two areas:

- Products that were previously experiencing an intermittent back-order status prior to COVID-19 that may be further impacted as a result of supplier limitations
- Products that may experience increased global demand as a result COVID-19

We appreciate your continued partnership and will communicate with you if we will be unable, for any reason, to deliver our products or therapies in a timely manner.

Your sincerely



Jackie Fielding  
VP, UK and Ireland