

Supporting Australia and New Zealand COVID-19

13 March 2020

Dear Customers,

Following the outbreak of Novel Coronavirus COVID-19, Fresenius Medical Care Australia and New Zealand have been monitoring potential impacts this situation may pose to our customers, staff and overall ability to supply products and services to hospitals, dialysis clinics and home dialysis patients. With its subsequent elevation and declaration by the World Health Organisation to 'pandemic' on 11 March 2020, we have increased our local vigilance in our pandemic preparedness implementation plans ensuring patient treatments remain as uninterrupted as possible.

Our highest priority is the safety and well-being of customers, patients and staff while supporting the delivery of optimal healthcare services. We continue to monitor updates daily and follow advice from the Australian Government Department of Health, New Zealand Ministry of Health and the World Health Organisation, adapting our plans as required.

Protecting Employees and Patients: Our teams across Australia and New Zealand have been working on preventative measures to help contain the spread of COVID-19 through:

- Screening staff who have travelled overseas prior to their return to work
- Applying 14-day self-isolation controls on staff members who have returned from high/moderate risk countries or are unwell
- Restricting staff movement into hospitals/ clinics where possible as a precaution
- Enforcing good hygiene and infection control practices as per the Australian Commission on Safety and Quality in Healthcare
- Enabling staff to work remotely where possible while maintaining our continuity of business

Fresenius Kidney Care Clinics: In addition to the above steps, we have implemented actions in our clinics to protect our patients. We are working with our Nephrologists and Dialysis Clinic Managers to restrict holiday dialysis patients to reduce risk and assist in the management of resources, enforce good hygiene and infection control practices with our staff, patients and their visitors, provide regular updates to patients, and work with tertiary sites to support patient transfers and COVID-19 screening.

Product Supply: Fresenius Medical Care operates 45 production sites globally and we are working daily with these sites and our 3rd party suppliers to review local stock holding across our 7 warehouse facilities. While we do not anticipate shortages or disruption to product availability, any future developments which may present a risk to normal supply of products will be proactively communicated to customers and where possible clinically suitable alternatives will be offered.

Supporting Urgent Needs: Our team is ready to support ICU and Renal Units if the need arises to help manage any potential influx of critically ill patients requiring care.

Personal Protective Equipment (PPE): PPE, such as gloves, masks and gowns, have been sourced for the protection of staff and to support infection control management processes. It is vitally important to advise Fresenius if any of your home dialysis patients have suspected or confirmed infection so that our team of clinical specialists, technicians and delivery drivers are able to activate their Personal Protective Plan and continue to support your patients while they are under quarantine.

If you have any additional concerns, please direct them to your local Fresenius representative or email ANZ.Marketing@fmc-asia.com



**FRESENIUS
MEDICAL CARE**