



To those on the front lines,

As the COVID-19 pandemic continues to affect people and communities around the world, I appreciate the unimaginable minute-by-minute demands placed upon you and your teams. BD fully understands the sacrifice and commitment from all of the frontline healthcare workers who are risking their own health to help others. It is nothing short of heroic.

I want you to know that helping our longstanding partners respond to the COVID-19 crisis is BD's sole focus right now. Because patients depend on you, BD teams around the world are working to fulfill our shared obligation to serve patients and society during this unprecedented time.

BD has deployed our capabilities, expertise and scale to address critical health needs related to coronavirus – from our diagnostic offerings to identify COVID-19, to real-time informatics and electronic surveillance technology, to essential medical devices to support patient care. We are committed to doing our part, and we've ramped up production and activated our business continuity plans, so we can make every effort to ensure you have the medical technologies you need to respond.

With the first reports of COVID-19 in January, BD took immediate action to prepare by activating our global crisis management team, and we wanted to provide you with an update on our efforts to ensure BD products and solutions are there to support you – and your patients.

**Prioritizing the access to BD products** – BD manufactures and sources products from multiple locations around the world. Each of our manufacturing and distribution centers that are critical to responding to COVID-19 are operational and have enacted business continuity plans to minimize the risk of disruption to you. In response to very high demand for our critical medical devices, we have ramped up production to the highest degree possible under the current circumstances, and we are closely monitoring inventory and customer ordering to ensure supply continuity. We are continuing to update the list of products on manual inventory allocation on a new website at [bd.com/allocation](https://bd.com/allocation).

**Collaborating with government and industry** – Consistent with BD's long tradition of public-private partnerships, we're proud to be working with government and industry partners to expand access to testing and bring new innovations to the market to aid in the identification, diagnosis and treatment of COVID-19. In addition to working with the FDA on new diagnostic tests that will increase the potential capacity to test for COVID-19 using the BD Max™ platform, we're also exploring the development of a rapid point-of-care test for coronavirus by leveraging the BD Veritor™ system. At the same time, we are collaborating with peers from across the industry, HHS, FDA and private partners to identify and validate additional swab types as well as transport medium options in order to expand capacity and alternative collection methods.

**Ensuring we're there when you need us** – Our sales and clinical associates have tools to support you remotely, including FaceTime and Microsoft Teams among others. Where our on-site support is needed to ensure immediate patient care, such as technology installation/service and clinical support, we will be there at your request. We are taking precautions to protect our associates, customers and patients by following guidance from the World Health Organization, U.S. Centers for Disease Control, and each of our customers' guidelines on access to their facilities.

**Protecting our employees** – As part of our preventative actions, we have taken a number of steps to ensure the health and safety of our team. In our manufacturing facilities and distribution centers, we have increased our deep cleaning protocols, implemented temperature screening for on-site employees, and are changing work practices where possible to facilitate social distancing. Around the world, we are regularly educating employees about good hygiene and health practices, including social distancing, self-quarantining and handwashing.

**Supporting response efforts** – BD is deploying more than \$1 million in cash and product donations to seven non-profit organizations – Direct Relief, the International Medical Corps, Americares, the World Health Organization-United Nations Foundation COVID-19 Solidarity Response Fund, Project HOPE, the CDC Foundation and the Wuhan Red Cross – to advance their work to contain COVID-19, support healthcare workers and treat patients in countries throughout the world.

We will continue to communicate regularly on our website — [bd.com/COVID-19](https://bd.com/COVID-19) — to keep you informed as we move forward.

On behalf of the 65,000 employees at BD, I want to express our deep appreciation to you and the hundreds of thousands of healthcare providers across the country who have answered the call to respond to this truly unprecedented situation. We consider it a privilege to support you as a trusted partner.

Sincerely,

**Tom Polen, CEO and President**  
**BD**



For the tireless, the selfless, the brave

You mean the world

Whether you are working on the frontlines or are the last line of defense in the fight against COVID-19, you are making a world of difference for so many. **Thank you.**

[bd.com/COVID-19](https://bd.com/COVID-19)



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