

April 4, 2020

Weekly Status Report

To our Valued Customers,

We're here to help.

As COVID-19 spreads across the world, we are committed to doing all we can to ensure that our customers emerge in a strong position from this tragic situation. To that end, here is a brief status report, as of today, on the actions we have taken to fulfill our brand promise: Rely on Us.

FINANCING

The Paycheck Protection Program, part of the new CARES Act stimulus package, is a federal loan program aimed at helping small businesses that have been affected by COVID-19 to retain your workforce and assist with other operational expenses. Henry Schein has expanded our COVID-19 Resource Center to include extensive information on the CARES Act and specifically the Paycheck Protection Program. Please click [here](#) for our CARES Act Resource page.

PRACTICAL INFORMATION FOR YOUR BUSINESS

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 and links to register](#).

Of particular interest next week is a special virtual symposium featuring experts from Johns Hopkins University, among other notable organizations, who will provide advice for health care professionals working through the implications of the crisis. Here's a quick summary of the week ahead:

- **Thursday, April 9:** "Best Practices for Better Practices: Henry Schein COVID-19 Wellness Symposium," featuring experts from diverse backgrounds discussing the outlook for the pandemic, maintaining team morale, financial health, patient communications, telehealth, and making the most of the downtime;
- **Friday, April 10:** "COVID-19 & Dentistry: Coding for Teledentistry," featuring Dr. Gary Severance, Dr. David Reznik, and Dr. Charles Blair.

WHITE HOUSE COVID-19 SUPPLY CHAIN TASK FORCE

Henry Schein is a participant in the White House's COVID-19 Supply Chain Task Force, and has worked with the U.S. government to ship personal protective equipment (PPE) from the Strategic National Stockpile to testing sites in support of front-line health care professionals. The Company is also working with the Federal Emergency Management Agency (FEMA) to source and deliver critical supplies quickly. Henry Schein participated in a task force meeting at the White House on March 29, at which the Company stressed the importance of increasing the manufacturing of PPE in the U.S. to avoid future shortages of essential supply for American customers.



SOLUTIONS FOR HEALTH CARE PROFESSIONALS

SUPPLY CHAIN

Please note that the supply chain conditions described below reflect the situation **globally** for Henry Schein as of today. **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.** Also please be aware that the cost of raw materials and shipping is fluctuating, and those changes may flow through into the product categories listed below, among others. Here is the latest status report:

- **Products experiencing high demand and shortages:** face masks, hand sanitizers, isolation gowns, jacket and lab coats, shoe covers, and surface disinfectant wipes.
- **Products experiencing high demand:** alcohol prep pads, blood infusion sets, face shields, gloves, IV solutions, IV extension sets, protective eyewear, pulse oximeters, respiratory, and thermometers.

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

MANAGING STRESS

We appreciate the challenges to team dynamics that the pandemic has created for our customers. The COVID-19 pandemic is causing more than a physical toll on society – it is also causing a “pandemic of anxiety,” according to Dr. Kerry Sulkowicz, the founder and Managing Principal of the Boswell Group LLC, a consultancy based in New York. Trained as a psychiatrist and psychoanalyst, Dr. Sulkowicz is an expert on the psychology of business. For the benefit of our customers and their teams, Henry Schein is pleased to present a [short video](#) from Dr. Sulkowicz on managing stress in a stressful time.

Henry Schein takes seriously the promise we make to you – Rely on Us. 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 stand with you in working to keep society safe.

Sincerely,

A handwritten signature in black ink that reads "Stanley M. Bergman". The signature is written in a cursive style with a large initial 'S'.

Stanley M. Bergman

Chairman of the Board and Chief Executive Officer