

March 19, 2020

Dear Customers,

At Dräger, we care deeply about our customers, our employees, and everyone who depends on our solutions and services, because no matter where Dräger products are used, it is always about life. Whether for use in clinical, industrial or mining applications, in firefighting or rescue services, Dräger products protect, support and save lives. Accordingly, our top priority is to maintain and further ramp up business operations in these uncertain times in order to fulfill our social responsibility while protecting the health of every individual as best as we can.

As we continue to face the challenges of the escalating Coronavirus (COVID-19) pandemic, I want to share with you an update on steps we are taking to protect our employees and support our customers as we work through this unprecedented situation.

Since the outset of the COVID-19 outbreak, we at Dräger in the U.S. have implemented a number of safety measures to manage the health and safety of our customers, employees, and their families:

- We established a COVID-19 task force that meets daily to coordinate actions and communication.
- All Dräger employees are instructed to strictly follow the COVID-19 related CDC guidelines.
- We suspended all travel to and from any countries listed on the CDC Level 3 Travel Health notice.
- We restricted all non-essential business travel, and limited travel to our customer sites to ensure continued operations.
- Before traveling to our customer sites, we are reconfirming the appointment so that our customers are expecting our personnel when we arrive on site.
- All meetings, whether internal or with customers, that can be accomplished via phone call, Skype, or some other media are being done remotely instead of in person.
- We implemented a new visitor policy to limit guests in our facilities until further notice. If you are scheduled to visit one of our facilities, we will work with you to postpone, cancel, or meet virtually.
- All Dräger employees who have the ability to work from home have been instructed to do so until further notice. For those employees whose work cannot be completed remotely, we have implemented measures to keep them safe while at work.
- We provided our employees with extra paid time off if needed to take care of their health and care of their families in these challenging times.
- When visiting customer sites, our employees will follow CDC recommendations for personal hygiene and safety and will observe any site-specific requirements.

- Any Dräger employee exhibiting symptoms that could be related to COVID-19 will be asked to stay home and seek medical attention, and will not be brought back until they are cleared to return to work.
- We will work closely with the CDC as well as state and local Public Health Agencies if we are notified that a Dräger employee is confirmed COVID-19 positive.

We have seen and continue to see a dramatic increase in demand for personal protection and ventilation devices. While we are absolutely limited in the supply of N95 masks in the U.S. market, globally we are working diligently to continue to significantly increase our production capacity, especially for our respiratory protection products, ICU ventilators, patient monitors, and related accessories. Given the dramatically increasing demand, however, we are seeing extended lead times and we will work with our customers to the greatest extent possible. We are also seeing an increased demand for our service technicians, these are highly skilled and trained positions, so adding capacity quickly is not possible. Nonetheless, with our network of over 150 technicians, we have been able to keep up with all service requests to date. If demand continues to increase, we will work to prioritize critical activities so as to ensure continuous operation of our customers.

We appreciate your patience, understanding, and support as our team navigates what is truly new ground for all of us at Dräger, as it is for all of the world.

Sincerely,



Lothar Thielen
President & CEO
Dräger, Inc.