

Baxter Healthcare - Home Delivery Safety Protocols – Update 15-09-2021

Dear Baxter Patients

We would like to provide an important update on Baxter's response to the COVID-19 pandemic. Since the emergence of COVID-19, we have been taking proactive measures to protect patients, clinicians, drivers, suppliers, and our employees.

We are already taking the following necessary and precautionary measures to ensure your safety and that of our drivers while maintaining the sustainability of our delivery network:

- Drivers have been taking precautions where required, such as using additional protective equipment including masks and gloves and increasing the use of hand sanitizer between deliveries.
- All drivers have been instructed to refrain from any handshakes, and to maintain social distancing.

Given the ongoing risk of COVID-19, we find ourselves in the difficult situation of instituting further precautionary measures to ensure we maintain your safety and that of our transportation and warehousing personnel.

Effective immediately we are making the following changes:

- Baxter and its transportation partners have instructed the drivers to deliver supplies directly inside the front entrance of your home. You may also inform Baxter if you do not want a driver to enter your home.
- Drivers will no longer be able to rotate your stock
- We understand you may not be able to or may not have friends or family support to move or manage stock, and we will discuss and work with your clinic if additional support is required.
- In the event Baxter is informed that you or someone that lives with you is in quarantine or has been diagnosed with COVID-19, we will work with your clinic to perform a risk assessment to identify the most appropriate process for delivery. This may include a request for an alternate delivery point at your home, and/or additional stock may be delivered. We will work with your clinics on this strategy.
- It is important that if prior or on the day that you or someone that lives with you is in quarantine, feeling unwell with symptoms related to COVID 19 or has been diagnosed with COVID-19 that Baxter is informed immediately to re arrange delivery or alternate delivery solutions.
- If you are currently using our recycling programs, we will temporarily be suspending this service, and these items will not be collected.
- Machine collections and deliveries will continue in accordance with the guidelines above.

If there is a requirement to enter the home prior to arrival or on arrival the Driver will ask the following questions before entering the residence.

Please note any answers to these questions that are “Yes” or are of concern, the driver will be requested to contact Baxter Healthcare to arrange for an alternate delivery.

1. Has anyone in the home been diagnosed with COVID-19 or currently under investigation for COVID-19?
2. Is anyone in your household unwell and have symptoms related to COVID-19? This includes fever, coughing, sore throat, sneezing, loss of taste or sense of smell?
3. Has anyone in the home been in contact with anyone who has been diagnosed or are currently under investigation for COVID-19?

At arrival we ask you to have the doors open and the access to the point of delivery is clear, to ensure the driver accesses the home freely and direct to the delivery point

Once the driver enters, we require the residents to move away from the driver, ensuring social distancing and allowing the driver to place the stock where required.

Upon completion the driver will not ask for a signature, the driver will note as part of their procedure the delivery is complete.

We appreciate your assistance as we work to maintain our critical services and support.

Thank you for helping to keep our drivers and each other safe.

Sincerely

Baxter Healthcare Team