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Global supply update

Undoubtedly, every organization has been impacted by the events of the past few years, from the pandemic and natural disasters to economic conditions. Recently, our organization has diligently worked on aligning our focus and recommitting to our core products to ensure our ability to reliably deliver. We want to share with you our position on where our supply chain and ability to deliver stands.

We have previously communicated about our challenges to secure raw materials from our suppliers and how their staffing availability has impacted them. While we know this situation will continue to fluctuate, I am happy to share that we have created strategic agreements with our key partners who have proven to consistently deliver materials. These agreements have helped to reduce our backorders by 33%. We have seen that when we receive materials, we apply them quickly to our manufacturing areas. In the past year, we have focused on supplier risk profiling, creating stronger contracts with our suppliers, increasing our raw material stock levels, and establishing dual sources for our materials to ensure continuity.

While we have created efficiencies and seen improvement, we know that the supply chain may still be unpredictable and could still impact some of our product lines. Just as we have shared before, if our product lines are affected, we will provide our representatives with the best information available so that they can continue to support your needs. We encourage you to reach out to your local sales or customer support representative with any questions.

I would also encourage you to use our Customer Portal at mycook.cookmedical.com. Last year, we launched two new tools to support our customers in understanding our supply chain. The Supplier Risk Dashboard is located on the home page of the portal. It is a high-level risk analysis of the stability of our suppliers for each of our product families. Additionally, the Supply Chain Disruption Dashboard showcases any disruptions that are currently impacting our business. You may search for the name of the tool in the search box.

We hope that you find these solutions transparent and helpful. Will we continue to provide updates.

Thank you,

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Vice President, Global Supply Chain

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