



Dear Valued Customer,

What happened

On June 11, a fire impacted Medline's distribution facility in Tracy, California. We are grateful that all Medline employees and on-site personnel were safely accounted for.

The Tracy facility is part of our expansive distribution network, and specifically a local distribution center largely serving parts of Northern California.

What we're doing

Immediately following the incident, Medline activated a command center and a network contingency plan and began incorporating secondary and tertiary distribution centers. Product distribution previously supported by the Tracy facility has been reassigned and in the process of being deployed to other facilities within our regional network to help maintain service and support customer needs.

Beginning Thursday afternoon and continuing through the weekend, we have increased MedTrans shipments and activated our MedTrans delivery relay system. This enables distribution centers across our network to move product more quickly to local delivery teams and support final-mile deliveries.

Medline's resilient supply chain is designed to respond to unexpected disruptions, and we are leveraging our nationwide distribution and transportation network to help minimize the impact on customers.

While we are unable to provide delivery timing updates for every order at this time, our teams are actively reviewing open orders, prioritizing customer needs, and working to restore fill rates and service levels as quickly as possible.

We remain committed to serving our customers and will continue to provide regular updates. Thank you for your partnership.

A handwritten signature in black ink, appearing to read "Doug Golwas".

Doug Golwas
Chief Commercial Officer

