

March 6, 2020

University of Iowa  
202 Plaza Centre  
Iowa City, IA 52242

Dear Customer:

This is in response to your inquiry concerning Praxair's preparations for COVID-19 (Corona Virus) response.

We recognize the importance of being prepared, to the fullest extent practicable, in order to manage crisis events including COVID-19. Public health experts state that COVID-19 could be serious and widespread resulting in possible significant business interruptions. For this reason, Praxair developed and implemented a Pandemic COVID-19 Continuity of Operations Plan ("Business Continuity Plan") that defines actions to mitigate the impact of a possible COVID-19 pandemic event on Praxair's business operations. Elements addressed in Praxair's Business Continuity Plan include:

- Concept of Operations
- Continuity Planning
- Pandemic Planning Assumptions
- Pandemic Response
- Elements of A Viable Pandemic COVID-19 Continuity Capability, including
  - Essential Functions
  - Continuity Facilities
  - Continuity Communications
  - Reconstitution

As with any crisis event there are many uncertainties that can affect the outcome. Therefore, Praxair's Business Continuity Plan is intended to be adaptable with details subject to change. We believe this approach will give us the best possible response to a possible COVID-19 pandemic event, should one occur.

Our Business Continuity Plan in combination with our extensive supply and delivery capabilities have the goal of enabling continued supply to our customers in the event of a pandemic or other crisis event. For obvious reasons, due to the many uncertainties involved in this potential and evolving situation we cannot guarantee or warrant supply to any particular customer or facility. We will endeavor to maximize the opportunity to maintain continuity of supply to you.

If your facility's product usage is impacted by a public health response to an outbreak, please contact your sales representative or contact customer service at one of the following phone numbers.

General	1-800-PRAXAIR (772-9274)
Bulk Oxygen Orders	1-800-621-7100



Praxair Distribution Inc  
10 Riverview Drive  
Danbury CT 06810-5113

Bulk Oxygen Emergency	1-203-837-2400
Cylinder Gas Inquiries	1-314-664-7900

Sincerely,

Robbin L. Reece Rodriguez  
Healthcare Market Manager  
Praxair Distribution, Inc.