



January 22, 2026

Dear Valued Customer,

We are reaching out to inform you about **Winter Storm Fern**, which is expected to bring snow, ice, and hazardous travel conditions across portions of the South, Midwest, and Northeast. This severe weather event could cause disruptions to shipments from our facilities. Please review the details below to understand the potential impact and how we are preparing to minimize any delays.

- **Disruptive Event:**
  - Winter Storm Fern could create hazardous road conditions and affect freight corridors and hub operations as it moves through the Southern Plains, Midwest, and Northeast.
- **Impacted Warehouses:**
  - South, Midwest, and Northeast U.S.
- **Risk Level:** Medium
- **Expected Impact:**
  - Warehousing: Facilities in affected regions may experience modified operating hours or reduced throughput to ensure employee safety and maintain service quality.
  - Transportation: Transit delays of 1–3 days may occur due to road conditions and carrier adjustments.
- **Action Plan:**
  - Pre-staging and prioritizing customer orders ahead of the storm where feasible.
  - Coordinating with carrier partners to adjust routes and delivery schedules in real time.
  - Utilizing alternate shipping points if a facility experiences operational constraints.
  - Monitoring weather, staffing, and road conditions continuously to keep facilities operating safely.
  - Communicating proactively on any order-specific impacts to support your planning needs.

We appreciate your understanding and patience. ICU Medical remains committed to supporting you while prioritizing patient safety and quality care. If you have any questions or concerns, please contact our Customer Excellence Team.

**CUSTOMER SERVICE INFORMATION**

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ICU Medical Customer Excellence

