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## SUPPLY RELIABILITY: FREQUENTLY ASKED QUESTIONS (FAQs)

### **Q1: How does Gore's Medical Products Division's supply chain fulfill customer orders?**

A: The Medical Products Division uses "make to stock" business models where demand planning is based on past performance and future sales forecasts.

Gore's commitment to customers is **same day order fulfillment**. All orders placed before 5 p.m. Arizona time are sent immediately to a third-party logistics (3PL) warehouse for fulfillment.

Orders are shipped directly from 3PL to the customer with the standard customer **lead-time to get a new product is 2 days**. Gore provides second day shipping service at no charge to customers.

### **Q2: Where are Gore medical devices manufactured?**

A: More than 98% of Gore medical products and its components are manufactured and assembled in the United States.

Manufacturing plants reside in Flagstaff, Arizona; Phoenix, Arizona; Sunnyvale, California; and Elkton, Maryland. All Gore medical products are sterilized in Arizona, California, Maryland, New York and Utah.

### **Q3: Where does the Medical Products Division store and ship products from?**

A: Gore utilizes a 3PL provider to warehouse and ship finished good inventory from Memphis, Tennessee.

### **Q4: Where are Gore's suppliers located?**

A: Gore currently has 353 vetted direct material suppliers on their approved supplier list. The majority of the Tier 1 direct supply base is domestic in the U.S., but they do also have Tier 1 suppliers in Germany, Ireland, Romania, Sweden, Costa Rica and United Kingdom.

### **Q5: Does the Medical Products Division track and monitor its Tier 2 and Tier 3 suppliers?**

A: Yes. Gore recently implemented an external platform that allows us to monitor and quickly identify any potential threats to our supply line.

### **Q6: How does Gore mitigate the risk of supply chain disruption?**

A: Gore can help overcome viability in product demand by offering consignment or field stock to support cases.

Gore invests heavily in consignment at hospital locations and provides field sales support with stocked inventory, servicing cases 7 days a week to ensure the right product is available for emergent cases.

### **Q7: How is the Medical Products Division minimizing shipping disruptions?**

A: Gore is continuously evaluating the impact on our global operations to adjust plans across the supply chain to minimize disruption to our customers.

This requires coordination with multiple logistics, transportation and freight partners to secure the movement of goods through our global supply chain. This process has resulted in no extended or substantial delays to date in the ability to supply products to customers (Unless there is a specific restriction put in place by local regulators).

We also leverage air transportation of products, not relying on large shipping vessels that require port of entry. When necessary, we have strategic reserves of core raw materials and set our inventory levels based on supply risk, treating inventory as a strategic decision.



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**Q8: How does the Medical Products Division manage raw materials to help reduce risk and disruption?**

A: Gore's supply chain emphasis is providing supply reliability to the market and carrying appropriate levels of raw materials and finished goods inventory to buffer against potential disruptions.

Gore reduces lead time by conducting inspections by Gore Associates, requiring new suppliers to have multi-sourced materials and having a rigorous process for supplier qualifications that ensures high standards.

**Q9: What are some examples where the Medical Products Division has mitigated disruption due to unforeseen events?**

A: Gore has several examples where our strategy and practices based on risk and mitigation and resiliency ensured our customers experienced little to no disruptions:

- Experienced no raw material shortages due to Russia/Ukraine war.
- Low backorders and no product stockouts during COVID.
- No significant or extended impact to supply or raw materials impact during China's zero-COVID policy shutdown.
- Maintained supply through the West Coast port labor union shutdowns.
- Met product demand shortages due to competitor recall.
- No supply impact with hurricanes in Puerto Rico.

**Q10: Does Gore have a business continuity management program?**

A: Yes. Gore has an Enterprise Business Continuity Management Program aligned to ISO22301, as well as other resiliency programs, which inform our teams on the best strategy in prioritizing work to improve our business continuity.

**Q11: What can providers do to help Gore's supply chain resiliency?**

A: We can minimize supply shortages with your help:

- Provide better product demand signals.
- Share implanted device reports.
- Share surgery schedules electronically to increase visibility of needed product.