

SUPPORTING COLLEAGUES, CUSTOMERS AND COMMUNITIES DURING COVID-19

Because the world depends on animals, whether for companionship and comfort or nutrition, our goal is to support those who care for animals.

Our approach has been to take care of colleague and customer needs and use our expertise and resources to address the human health crisis where possible.

PRODUCT SUPPLY

- Taking great care to ensure continuity at all our manufacturing sites, with health and safety of our colleagues as our top priority.



- Manufacturing and delivering a consistent supply of the essential medicines and vaccines, and servicing the diagnostic testing, that our customers count on to keep animals healthy.
- Monitoring the global supply situation very closely with our distributors.

VIRTUAL CONNECTIONS

- Our field sales and technical representatives are staying connected with customers remotely to discuss products and help any way they can.
- Facilitating continuous learning through additional educational and training resources and webinars for customers.
- Conducting brief surveys to understand customers' ongoing needs and feedback.
- Customer care and support colleagues are available as usual on phone and email.



HELPING LOCAL COMMUNITIES

- Worked with Spanish Medicines Agency to evaluate production of urgently needed human health medicines at our facilities in Olot.
- Collaborated with local health officials to open our facilities in Olot to conduct COVID-19 testing for local healthcare workers.
- Ramped up production of human medical diagnostics in Union City following an FDA request given the need for increased testing of patients' baseline health.
- Sourcing additional Personal Protective Equipment materials for our teams and communities.



GOVERNMENT ADVOCACY

- Advocated for "essential" status of veterinary and farm and food supply work.
- Lobbying for livestock producers and small businesses to receive government relief (e.g. CARES Act.)
- Monitoring federal and state legislation and executive orders to support customers' business operations.
- Sharing industry stakeholders' advocacy resources with customers.



ANIMAL HEALTH MONITORING

- Through the Zoetis Center for Transboundary and Emerging Diseases, our infectious disease scientists continue to monitor and evaluate technical reports to understand if this coronavirus is a specific risk to livestock and pets.
- The Center harnesses our capabilities in vaccine development, alliances with centers of excellence, regulatory affairs and flexible manufacturing capacity and has demonstrated speed to market for other infectious animal diseases.



INNOVATION

- Offering telemedicine technology trial to U.S. companion animal and equine veterinarians.
- Staying focused on our long-term strategy to invest in precision livestock farming with acquisition of Performance Livestock Analytics.
- Continuing research and development to deliver innovation that matters to veterinarians, farmers and pet owners while ensuring health and safety of our colleagues.

