

Notice: Solventum Juechen to Zulpich Distribution Center Transition Update

Date: 17 September 2025

Dear Valued Customer,

As Solventum continues progressing our separation from 3M, we would like to provide an important update on the move of Solventum's European distribution centre from Jüchen to Zülrich, Germany.

As previously communicated, the transition commenced in July 2025 for the UK. However, due to unforeseen challenges, we made the decision to temporarily revert operations to the Jüchen facility to minimise disruption to our customers.

Please note that our Negative Pressure Wound Therapy (NPWT) portfolio is unaffected by this change.

Since then, we have taken several proactive steps to address these challenges and strengthen our operational resilience including:

- **Daily performance monitoring**, with rapid issue resolution through robust tier processes and dedicated specialist teams. Performance metrics are reviewed at the highest levels of the organisation.
- **System enhancements** led by subject matter experts to improve response times, documentation accuracy and outbound processing.
- **Close collaboration with our logistics partner, Fiege**, to align their warehouse management system with our ERP and refine operational workflows.
- **Upskilling of warehouse personnel**, enabling on-site functional experts to support Solventum operations.
- **Engagement with external consultants and ERP owners**, including on-site system monitoring, resulting in significant improvements in update implementation speed.
- **Inventory reallocation** to mitigate supply impacts and reroute replenishments from manufacturing sites.
- **Daily order repointing** to optimise inventory allocation.
- **Deployment of a new shipment tracking tool**, significantly enhancing visibility of order status and shipment progress.

Beginning mid-September, we will initiate a phased transition of UK orders to the Zülrich distribution centre. This will be carried out in weekly waves, and while we aim to minimise disruption, some customers may experience temporary delays in order processing during this period.

To further reduce any potential impact in the UK, we are working closely with our logistics partners to increase stock levels within their networks ahead of the transition. Please note that during this time, there may be brief interruptions in access to order status, tracking, and shipment details. We remain committed to maintaining regular communication and resolving any issues swiftly.

We anticipate completing the transition to the Zülrich distribution centre between late September and early October.

We sincerely appreciate your continued patience and understanding. Please be assured that we are working diligently to ensure a smooth and efficient transition. Your support is greatly valued, and we remain committed to delivering the high level of service you expect from Solventum.