

# COVID-19 update

Dear Valued Customer,

Cardinal Health takes its responsibility to support the needs of our customers during crisis situations very seriously, as demonstrated through our history of service during natural and human-made events. We take a holistic approach to emergency preparedness and are committed to the continuity of service in the event of a crisis.

**Our responsibility is to enable you – our partners and customers – to safely and effectively care for your patients while protecting those involved in patient care.** In order to do this, we are acting with urgency.

We have been closely following the COVID-19 outbreak. Over the past several months, we have been implementing pre-established business continuity and pandemic contingency plans, working in accordance with guidelines set by the World Health Organization, the Centers for Disease Control and Prevention, and the U.S. Department of Health and Human Services.

We are now taking additional action. Out of an abundance of caution and for the protection of patients, our employees, our customers and the broader community, we are implementing these precautions immediately:

- Because of our important role in the healthcare system, key employees in locations such as distribution centers, manufacturing sites, customer or patient service centers, drivers, pharmacies and other critical operations will remain at work in facilities and continue to deliver products and provide patient care. Due to additional screening and cleaning at both Cardinal Health and customer sites, there may be a delay in delivery times and changes in routes.
- We are implementing strict, business travel restrictions for our employees, particularly for airline travel. While our sales teams and customer service teams will remain actively engaged in servicing customers, we have asked our sales teams to change in-person meetings to phone calls or video conferences over the next several weeks. Onsite patient-facing employees will continue to follow the protocols within each of their respective facilities.
- Following the guidance of the Centers for Disease Control and Prevention and World Health Organization, the best way to stem the spread of COVID-19 is through social distancing, which requires minimizing gathering in large groups and spending prolonged time in proximity with each other. We are putting social distancing into practice:
  - Beginning Monday, March 16, we will require employees to work remotely if their job can be performed remotely. These employees will continue to perform their jobs in support of our front-line employees.
  - We are limiting visitors and third-party vendors to our facilities.
- And of course, we are advocating for all our employees and partners to practice good hygiene and we are increasing the frequency of the cleaning and disinfection of our facilities.

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- During times of increased demand, Cardinal Health implements a fair share allocation process to ensure all primary customers have access to supply of the available products on hand. **Due to large increases in customer demand, we have implemented our weekly fair share allocation methodology on all products that Cardinal Health carries.**

While we are prioritizing the health and safety of our employees, **you can be confident that our teams, including our Operations, Manufacturing, Pharmacy, Sales and Customer Service teams serving you every day are doing everything they can to meet your needs during this time.**

These cautionary measures reflect our commitment to doing all we can to ensure our global healthcare supply chain continues to operate as safely and effectively as possible. We will continue to closely monitor the COVID-19 outbreak, will adjust our protocols as needed and will provide additional information to customers and partners as we have it.

For additional information, please see our COVID-19 customer microsite,  
[www.cardinalhealth.com/covid19](http://www.cardinalhealth.com/covid19).

Thank you for your understanding and continued partnership.



Debbie Weitzman  
President, US Pharmaceutical Distribution