

Frequently Asked Questions 4.27.20

For the latest information on COVID-19 please visit www.cardinalhealth.com/covid19.

Inventory

1. How is Kinray managing inventory?

As the COVID-19 situation progresses, we are continually evaluating the situation to determine how we can best manage our inventory. With that, we are balancing requests for urgent needs while continuing to utilize maximum order settings by item based upon existing demand and historical use.

2. Is Cardinal Health experiencing a drug supply shortage for any drug and/or NDC?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products to each Distribution Center. We will continue to work closely with our supplier partners to provide available product to our customers

2. How are backorders/out of stocks being handled?

If an item is on backorder/out of stock, continue to use the current Auto-Add feature in Weblink to add the item to your PO. When the item is back in stock, product will be distributed to customers in the order in which the request was placed by date. If you need to modify your Auto-Adds, select the OUTS button on the top ribbon in Weblink. Note: if you change the quantity of your original Auto-Add, your order date will change to the date of the modification.

3. Am I able to purchase Personal Protection Equipment (PPE) products from Kinray?

Yes, Pharmaceutical Distribution offers a limited portfolio of PPE items; however, these products are currently in short supply.

4. What is the return policy on items purchased during this time? ***UPDATED***

Our customers' normal return policy applies. We have resumed processing CII returns (buybacks) effective Monday, April 27.

Pharmacy operations

5. What should I do if I'm changing my pharmacy hours or closing entirely?

With the spread of COVID-19, many pharmacies are changing their hours or closing. Knowing this information is critical to the efficiency of supply chain and logistics. If you are changing your hours or closing, please be sure to email KinrayCustomerCare@kinray.com or alert us via Weblink message.

6. How do I inform Kinray if one of my pharmacy employees has tested positive or has been medically confirmed for COVID-19?

We ask that you notify your sales/account manager as soon as possible if one of your employees tests positive for COVID-19 or is medically confirmed and this infected individual was in contact with a Cardinal Health employee or contracted driver. Please have the following information available.

- Name of person reporting incident
- Caller phone number
- Date and time of report
- Was the impacted person in the pharmacy?
- Was the customer employee in contact with the driver?
- Date of last day at work
- Date of onset of symptoms
- Date of positive COVID-19 test or medically confirmed case of COVID-19

Delivery and carrier information

7. How is Kinray supporting a safe delivery process?

In an effort to reduce potential risk associated COVID-19, Kinray is practicing no contact deliveries and limiting exposure time during the delivery process.

We recommend the following to support a safe delivery:

- Delivery providers should avoid lines or areas where triage, testing, screening or patient care is provided.
- Delivery providers should avoid stocking shelves within pharmacies/locations.
- Delivery providers will continue to execute a no contact proof of delivery by maintaining control of their device as well as their paper documents. They will ask and record the first initial and last name of the person accepting the delivery.
- We request you notify the sales representative or account manager if employees at the delivery site are suspected of having COVID-19, are waiting for the results of a COVID-19 test or have tested positive for COVID-19. We will also ask you to provide a contact timeline.
- Alternately, we will notify you when we become aware if a driver is suspected of having COVID-19, is waiting for the results of a COVID-19 test or has tested positive for COVID-19. When available from the logistics delivery provider, we will provide a contact timeline.

As a precautionary measure, delivery drivers will be equipped with gloves and non-surgical face masks during the delivery process.

- If the customer would like to provide additional personal protective equipment as part of the delivery experience, the driver may choose to participate.

8. What adjustments to normal procedures has Kinray made in response to the COVID-19 pandemic?

Cardinal Health and Kinray have made a temporary change to the proof of delivery process. Amid growing concerns surrounding the COVID-19 virus and the potential risk associated with physical contact, we have implemented a temporary change to the delivery process. This specifically pertains to when a signature is required on the handheld devices or paper proof of delivery documents carried by delivery providers. In lieu of the recipient taking physical possession of the signature pad or paper proof of delivery document to provide a signature, delivery providers will retain control of their handheld devices or paper documents and record the first letter of the first name and full last name of the pharmacy employee accepting delivery. We believe that this precaution will help reduce physical contact between customers and service providers during this unprecedented situation.

9. Has Kinray and Cardinal Health developed a contingency plan specific to COVID-19?

Cardinal Health takes its responsibility to maintain service to 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.

As the coronavirus outbreak (COVID-19) continues to spread, Cardinal Health has implemented pre-established business continuity and pandemic contingency plans, working in accordance with guidelines set by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and the U.S. Department of Health and Human Services (HHS).

10. If Kinray, the National Logistics Center (NLC) or another distribution center are unable to ship, do Kinray and Cardinal Health have a contingency plan in place?

Each business within Cardinal Health is responsible for business continuity planning by running tabletop exercises based on a plethora of scenarios. We recognize the important role we play in delivering product and medications from suppliers to customers. The National Logistics Center is a recognized best-in-class model for effective, efficient delivery both for suppliers and customers – but it is not the only method of distribution during a significant event. We have contingency plans for all our distribution centers across our network to provide continued delivery of product

should the need arise. At times there may be delays or changes in routes required by the contingency plan. However, if changes were to occur, we would notify our customers directly or through their account manager or sales executive.

11. Are distribution centers cleaning totes?

Proper cleaning procedures can reduce the risk of a potential virus from spreading, especially on hard surfaces. Kinray has cleaning practices in place for handling totes and packages. We expect to continue with our cleaning practices throughout the COVID-19 outbreak.

12. What measures is the Kinray distribution center taking to reduce the risk of exposure to employees within the facilities?

As a precautionary measure, Kinray has advised all distribution center employees to wear non-surgical face masks and gloves. In addition, employees have been directed to conduct temperature self-checks regularly and report any temperatures above normal to their supervisor.

13. Are there changes in delivery times, routes or drivers?

We are doing daily deliveries Monday thru Friday. Due to increased demand and additional precautions, some deliveries may be delayed. Additionally, you may see a change in driver. Please refer to Weblink for adjusted cutoff time or route delay information.

14. How and when do I inform Kinray if one of my employees has tested positive for COVID-19?

We ask that you notify your sales/account manager as soon as possible if one of your employees tests positive for COVID-19 or is medically confirmed and this infected individual was in contact with a Kinray employee or contracted driver.

15. How will Kinray inform us if a contracted driver tests positive for COVID-19?

We will inform you through your sales representative or account manager as soon as possible if a contract driver who was at your facility tests positive for COVID-19 or is medically confirmed.

16. How is Kinray communicating with logistics delivery service contractors?

Our Cardinal Health Logistics Center of Excellence leaders are conducting daily calls with our carriers. We have provided our carriers with a set of expectations regarding COVID-19 precautions and have been assured that carriers and third-party logistics partners are communicating this guidance with all drivers. All carriers and third-party logistics partners have been asked to direct their drivers/couriers who are experiencing COVID-19 symptoms or pending test results to not work. We are requiring service providers to implement temperature self-checks. Delivery drivers must conduct temperature self-checks at beginning of their shift. Any driver that has a temperature of 100.4 degrees and above should not make any pick-ups or deliveries to any Cardinal Health facilities or our customer locations.

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