

Important Operational Information:

COVID-19



Please continue to visit the ABC PassPort Message Center and [AmerisourceBergen's COVID-19 site](#) for up-to-date information regarding AmerisourceBergen's response to COVID-19.

As we monitor the ongoing spread of the novel COVID-19 coronavirus pandemic, this document is intended to provide you with an overview of how we can work together to ensure a safe and secure supply chain. With additional questions, please reach out to your AmerisourceBergen representative.

Mitigating Delivery Delays

We are doing everything in our power to accurately and efficiently complete orders while mitigating delays, but it's possible that your delivery could be delayed in the coming weeks as we continue to manage high volumes, especially on Monday mornings. Here is how we are mitigating delays:

- **7 p.m. cutoff time (Read on for exceptions):** We've temporarily adjusted the daily ordering cutoff time to 7 p.m. (local time at your servicing distribution center) for Monday through Friday deliveries.
 - **Hawaii Outer Island customers:** Please continue placing orders by 6 pm local cutoff time.
 - **Saturday delivery customers:** Your normal Friday cutoff time for Saturday deliveries remains unchanged.
 - **Amityville, NY DC Saturday delivery customers:** Your cut off time for Saturday deliveries is 7 pm local time.
 - **California Saturday delivery:** Your cutoff time for Saturday deliveries is 7pm local time.
- **Returning totes:** Please send any AmerisourceBergen totes and lids back with your delivery driver.
- **Submit orders in one purchase order:** Submitting orders in one purchase order can lessen the impact on distribution center operations, ensuring more timely deliveries.
- **Courier partnership:** We are working with our third-party courier partners to add additional trucks to their routes to accommodate increased volumes.
- **Closures and Hours of Operation:** As always, please notify Customer CARE if your location will be closed for any reason, or if your hours of operation have changed, as this information will help us manage delivery routes.
- **Patient emergencies:** In the event of a patient emergency, follow your normal emergency order process.

Distribution Center and Tote Cleaning

Our distribution centers (DC) are taking extra measures for cleanliness given the volume of human health products that are processed through each facility. DCs are using BruTab 6sor Shockwave (powerful EPA-approved disinfectants) through electrostatic sprayers and standard spray canisters for 2-3 cleanings per day.

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Distribution centers across AmerisourceBergen's network use third-party companies and associates to clean totes on an ongoing basis. We are also investigating and piloting additional tote-disinfectant measures, where totes pass through a UV light to disinfect surfaces before being inducted into the DC.

Because human contact is essential to our operations, we encourage customers to use enhanced cleaning processes that they see fit to protect their staff and their facility.

Ensuring the safety of courier drivers & those accepting deliveries

We have implemented several new policies with our third-party drivers to ensure the safety of drivers and the customers they serve.

- **Proof of Delivery/ Accepting Deliveries from AmerisourceBergen**
 - AmerisourceBergen will **not require** customers to sign the proof of delivery document that is typically signed upon receipt of a delivery. Instead, **drivers must print the customer's first and last name and date of delivery** on the proof of delivery document.
 - Customers are encouraged **not** to sign electronic delivery receipts
 - Delivery driver should remain three (3) to six (6) feet from any customer associate (i.e., place the totes/boxes just inside the location while the receiving associate remains at a safe distance)
 - Once the driver is at a safe distance, have the customer associate count/confirm the number of totes/boxes, once they agree on the number of totes/boxes, the driver should record the associates name on the manifest.

 - **Courier safety protocol**
 - Drivers must report immediately to their management team and local AmerisourceBergen contact if they or a family member have a confirmed case of COVID-19 or is being tested for COVID-19

 - Drivers that regularly access an AmerisourceBergen facility are required to sanitize their hands upon entry; and all driver vehicles should be cleaned and sanitized on a regular basis

 - **Regarding masks and gloves for drivers:** Couriers are not requiring their drivers to wear a mask and gloves to complete deliveries. Health agencies like the CDC and WHO agree that non-healthcare professionals do not need to wear a surgical mask. Additionally, masks are experiencing an extreme market shortage. If a customer is requiring drivers to wear a mask, they will have to provide the mask for the driver's usage.
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In the Event of a Confirmed COVID-19 Case

At an AmerisourceBergen distribution center: We have implemented a policy across our distribution network for how to handle any confirmed COVID-19 cases within our associate population, including associate guidance, deep sanitation guidance and mitigation steps. At this time, we don't expect that a DC would be closed for an extended period of time, even in the event of a confirmed case of COVID-19.

In the event of any unanticipated closure, AmerisourceBergen would enact our business continuity plans and backup DC support. AmerisourceBergen has 27 wholesale distribution centers across the United States, 25 of which can support one another in case of emergency. We can transfer orders from one servicing DC to another.

Of an AmerisourceBergen associate or third-party driver:

Per CDC guidelines, we will inform a customer if an AmerisourceBergen associate or third-party courier partner has had close and personal contact with any other person—including staff at your facility.

At an AmerisourceBergen customer pharmacy:

We understand some of our customers have staff that have been infected with COVID-19. If you have a confirmed case at your pharmacy location, AmerisourceBergen will continue to deliver to your location under the following conditions:

- As long as your facility is open for business (not closed or quarantined by the Department of Health) and that the delivery does not violate guidance from the Department of Health;
- As long as your facility has implemented an enhanced cleaning protocol and taken measures to ensure safety of other team members;
- And as long as you are following the above guidelines for limited personal contact to ensure the safety of your delivery driver.