We want your feedback!

*We want to hear how AmerisourceBergen is doing to support you during the Covid-19 crisis. Share your feedback via a 2-minute survey.*

TAKE THE SURVEY HERE.

As we monitor the ongoing spread of the novel COVID-19 coronavirus, here are some actions we can take together to ensure a safe and secure supply chain.

1. **Submit orders online:** Submitting orders online can lessen the impact on call center operations, ensuring more timely deliveries.

2. **Your COVID-19 business continuity plan:** In the event your clinic or office has to close due to COVID-19 infection, please notify us. We will need to be sure to stop any drug order that may be in route. It is also important to proactively communicate any **changes in your office hours** so that we note them in our system to properly manage your shipments and ensure someone is at your office to receive product.

3. **Returns:** During this crisis we've taken additional measures with returns coming back into our distribution center, therefore our returns process may experience delays beyond our normal turn-around times. This is to ensure the safety of the product, your office staff and our associates. Please continue to submit returns through your normal process, as needed.

4. **Advocating for Clinics and Offices:** It is clear that clinics and offices will need a partner when it comes to the financial impact of COVID-19. We recognize the financial risk and fears associated with the uncertainty in the United States. Our AmerisourceBergen Government Affairs team is championing the needs of customers in each COVID-19 related relief bill being considered.

**Supply Chain Impact**

**What I’ve Learned Leading AmerisourceBergen’s COVID-19 Task Force**

*Heather Zenk, RPh, PharmD*

I have the privilege of leading AmerisourceBergen’s COVID-19 Task Force. Over the last two months, the Task Force has had the responsibility and the privilege to lead our enterprise response to COVID-19, making recommendations on actions and policies to AmerisourceBergen’s Executive Management Committee as our 22,000 associates navigate this global pandemic together.

*Read more about what I’ve learned.*
Vigilance Regarding Grey Market Activity

(e.g. unethical product resale, fake test kits, fake testing sites, etc.) The safety and integrity of our supply chain is more important than ever. AmerisourceBergen has a team dedicated to investigations, including identifying, escalating and preventing grey market activity. We encourage you to send evidence of grey market activity to your account manager, who can escalate it to our internal teams. Primarily, we work with the Office of the Inspector General in the U.S. Department of Health and Human (HHS-OIG) Services to report, address, and mitigate grey market activity.

Inventory, Allocation and Access

We will continue to use our fair share allocation program across AmerisourceBergen, which creates safeguards on products in high demand to ensure stable and fair availability. Regardless of an item’s allocations status, customers are still subject to our order monitoring program for controlled substances. Generally, some of the most constrained products across AmerisourceBergen are ventilator and intubation drugs, sedatives, antivirals, azithromycin, injectable narcotics, insulin and meter-dose inhalers. These products are being used to treat COVID-19 while patients who had been using these medications are also maintaining or preparing for quarantine by requesting longer-term prescription refills.

For more detail, read this article on how allocations work.

API Restrictions and Lockdown in India

India’s stay-at-home guidance was extended through May 3 and could potentially be extended through mid- to late May, but some restrictions have eased in areas with few or zero known cases of COVID-19. While pharmaceutical manufacturers are exempt from the standards of the lockdown in India, we continue to hear from the manufacturers that they face challenges in staffing, mobility, air cargo and absenteeism in their India-based manufacturing facilities. Manufacturers continue to mitigate risk and enact business continuity plans to support production, but logistical challenges continue with production management, air freight, and clearance through customs.

Many U.S.-based manufacturers with plants in India still have inventory in the supply chain, so we don’t expect immediate disruption. Most generic manufacturers have several months of finished goods available in the U.S., and brand manufacturers have little dependency on India for production. However, we are still seeing many brand, generic and OTC manufacturers hold AmerisourceBergen to historical purchasing amounts—meaning they will ship us product only that meets the demand from purchases in January and February, as this is what they had forecasted for their production.

Generics

We continue to monitor the API export restrictions and the recently extended lockdown in India. We are seeing demand for generic purchases begin to normalize and have been working closely with manufacturer partners to prepare for that demand. At this time, we do not see a significant indication of generic shortages on specialty drugs, and in fact have lifted inventory levels to prepare for increased demand. We will continue to monitor inventory and purchasing behavior to protect the stability of the supply chain.

Remdesivir from Gilead

On May 1, 2020, the FDA granted an Emergency Use Authorization (EUA) for Gilead’s Remdesivir for the treatment of COVID-19. Gilead has been working closely with the U.S. government on preparations to donate and distribute Remdesivir across the country to treat critical COVID-19 patients and will work with AmerisourceBergen as the exclusive distributor for the donated Remdesivir.

Given the severity of illness of patients appropriate for Remdesivir treatment and the limited availability of drug supply, hospitals with intensive care units and other hospitals that the U.S. government deems most in need will receive priority in the distribution of donated Remdesivir. The U.S. government will coordinate
the distribution of Remdesivir to hospitals in regions most heavily impacted by COVID-19. Gilead and AmerisourceBergen are not deciding which hospitals will receive Remdesivir.

If you are a hospital identified by the U.S. government as a recipient for donated Remdesivir, you will be proactively contacted by an AmerisourceBergen representative. Retail and specialty pharmacies are not eligible to receive donated Remdesivir.

N95 and PPE
In general, while AmerisourceBergen does stock some PPE, we are largely pharmaceutical focused. Our distribution centers are not designed to support large, bulky PPE items, so we will continue to focus our efforts on stocking N95 masks. We continue to focus significant efforts on stocking N95 masks and they continue to be in exceedingly short supply. We will continue to seek out inventory to stock as soon as possible and hopefully on an ongoing basis. To be clear, we will sell any PPE acquired at a fair price as acquired by our vendors—as always, our pricing is reflective of our own acquisition costs.

COVID-19 Test Kits
Since the outbreak of the current crisis, AmerisourceBergen has been working diligently to source antibody (serology) COVID-19 test kits for our customers. Antibody serology tests detect the specific antibodies that could indicate if a patient has developed an immune response to COVID-19. The FDA has issued Emergency Use Authorization (EUA) for some serology tests, however, others are being marketed without EUA or other FDA approval.

Unfortunately, the quality, efficacy and accuracy of currently marketed test kits varies greatly, and the ability to source serology test kits with an EUA has proven challenging for a multitude of factors outside of AmerisourceBergen's control. Most importantly, at the current time, AmerisourceBergen does not have confidence in the quality of serology test kits that have been offered to us.

As a result, we’ve made the decision not to distribute COVID-19 serology tests for our customer base at this time, and instead AmerisourceBergen’s near-term efforts will focus on continuously monitoring the market for reliable test offerings, helping prepare and educate our customers and staying up-to-date on our customers’ needs. We will continue to consider and prepare for market entry pending clearer FDA guidance on EUA approval and availability of reputable and reliable tests to ensure that every product sourced and distributed by AmerisourceBergen is in line with the standards of care that we and our customers expect.

Distribution & Business Continuity
AmerisourceBergen, ASD Healthcare’s parent company, has business continuity plans in place across all areas of the business.

Customer Service Call Centers
In normal times of business, we have redundancy across multiple customer support locations to ensure continuity of service in the event of a disruption. Since March, most of our customer service teams have been working remotely as we continue to do everything possible to protect our associates' safety and ensure your continuity of service.

Distribution Center Staff
We are providing distribution center associates with a verified letter that designates them as an Authorized Responder. If stopped by authorities, they can provide this letter based on AmerisourceBergen's role in healthcare delivery. We also work with national healthcare agencies and the government to ensure access as a critical part of the healthcare infrastructure. This is something we have done in the past during natural disasters and other emergency situations.
We are proactively implementing several measures in our distribution centers to ensure staffing continuity:

- Providing our associates with support from our HR department to help manage through childcare disruptions and other needs.
- Providing our associates with financial support, given the critical nature of their role.
- Implementing a cross-distribution center backup program, where a DC can “borrow” staff from another distribution center in the region.

While CDC does not currently recommend temperature testing for all associates entering a critical workspace, we understand guidance continues to evolve and that some local counties are implementing standards for temperature testing. As such, as of this month, we are rolling out temperature testing for all associates, vendors and visitors in multiple U.S. locations to prepare in case those standards need to be expanded across our network. Testing is conducted by a certified healthcare professional and is accompanied by a cell phone-based associate, visitor and vendor questionnaire to ensure the utmost safety and privacy for our associates.

Additionally, we have implemented a health screening questionnaire process at multiple locations, with plans to roll out across the country in the near future.

**Sanitation and Cleanliness Procedures**

Our distribution centers are taking extra measures for disinfectant procedures given the volume of human health products that are processed through each facility. Distribution centers are using BruTab 6s or Shockwave (powerful EPA-approved disinfectants) through electrostatic sprayers and standard spray canisters for 2-3 additional cleanings per day. We are also regularly bringing in third-party cleaning organizations for deep cleaning procedures during off hours.

We are encouraging our distribution center associates to wear a mask while working in our facilities. Whenever possible, we’ll provide surgical masks or other non-N95 masks to our associates. We are also sourcing cloth and tools for our associates to make their own masks, as even surgical masks are in short supply.

**In the Event of a Confirmed COVID-19 Case at One of Our Distribution Centers**

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. In the event of any unanticipated closure, AmerisourceBergen would enact our business continuity plans and backup DC support. For example, on April 6, after multiple confirmed cases at our Newburgh, NY distribution center (in the NY hot zone), we made the decision to temporarily close and deeply clean our facility. This decision, while not an easy one, was made to protect our associates and give them the opportunity to monitor their own health so they can return to work healthy and ready to continue to support your business. During this temporary closure, customers normally serviced by the Newburgh, NY distribution center are being serviced by an alternative distribution center. In fact, in total, five of our DCs played a role in the business continuity plan we enacted to support the temporary Newburgh closure.
Global Business Resilience Summary

AmerisourceBergen Corporation (ABC) provides pharmaceutical products, value-driving services and business solutions that improve access to care. Tens of thousands of healthcare providers, veterinary practices and livestock producers trust us as their partner in the pharmaceutical supply chain. Global manufacturers depend on us for services that drive commercial success for their products. Through our daily work—and powered by our 21,000 associates—we are united in our responsibility to create healthier futures.

To ensure the continuity of product and service delivery, AmerisourceBergen Corporation's objective is to respond to any major disruption by safeguarding our associates' well-being, protecting company assets, and servicing our customers and patients with minimal delay or inconvenience. In the event of a significant business disruption, ABC will initiate resumption of operations as quickly as possible.

Additionally, ABC operates a 24x7x365 Global Watch Center (GWC) to protect the safety and security of ABC associates and operations. The GWC proactively monitors for threats that may affect any of our global locations and serves as the centralized hub for responding to emergencies and crisis situations impacting ABC.

In support of our objectives, ABC has developed policies that require active and current business continuity plans (BCPs) for all subsidiaries and affiliates with a focus on documenting effective strategies to continue and/or resume critical business functions after a disruptive event. Our risk management philosophy also requires pre-disaster mitigation of exposures where cost effective.

Emergency Communications

In the event of a significant disruption, ABC has the capability to reach out and communicate with all associates across the organization using a mass emergency notification tool to ensure associate safety, as well as to initiate recovery activities.

Automated and manual methods are also in place for timely notification of our customers following a significant business disruption.

Continuity and Recovery Planning

In the event of a business disruption, BCPs are designed to help us to continue operation of critical business functions, such as processing customer orders, maintaining regulatory compliance and distributing goods and supplies to customers and patients. Depending on the affected business unit(s), continuity strategies may include:

- Relocating impacted businesses to designated response and recovery locations;
- Using redundant processing capacity at other locations;
- Designing our technology and systems to support the response and recovery processes for critical business functions; and,
- Adopting a communication plan to ensure that AmerisourceBergen's customers and associates receive emergency notifications and instructions via a variety of sources and channels.

As part of our resilience program, ABC identifies the applications that are critical to each of our business divisions. Robust backup, replication and archiving strategies have been implemented to protect our data and we have established IT Service Continuity Plans to address high availability and disaster recovery for designated critical systems.
To ensure a continuous state of readiness, all resilience-related plans are required to be reviewed, tested and maintained on an annual basis to ensure that documented information is current and recovery strategies support our operational objectives.

AmerisourceBergen’s enterprise resilience strategies are designed to respond reasonably and effectively to events of varying scope, including business disruptions that may be internal to ABC as well as larger widespread disruptions that effect entire geographic regions. Because the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur.

AmerisourceBergen has a long and proud history of resilience during disruptive events—from local occurrences, such as power outages, through larger events like hurricanes—that demonstrates both our commitment to excellence in business resilience and our ability to serve our customers and patients.

Although we have taken significant steps to develop and implement sound business resilience plans, we cannot guarantee that systems and business functions will always be available or recoverable after a disaster or significant business disruption. However, we believe that our planning for such events is robust and consistent with many of the best practices established within the industry. Any material changes to the above information will be made available upon request.

Because of the confidential and proprietary nature of the material they contain, ABC does not share its business resilience plans with individuals outside the organization. Under certain circumstances, and with non-disclosure agreements (NDAs) in place, ABC is willing to provide summary information or meet with parties interested in discussing specific parts of the policies and plans.

If you have further questions regarding our business resilience program, please contact your AmerisourceBergen Account Representative or the Global Business Resilience Office.

The information contained in this disclosure is provided for informational purposes only. Nothing contained herein shall be construed to amend, supplement or otherwise modify any of the terms and conditions set forth in any customer agreement.