

March 16, 2020

Dear HealthSource Customer:

All of us have been and will continually be affected by the spreading of the Covid 19 virus. We would like to share with you steps we are taking to ensure the uninterrupted flow of pharmaceutical products to you, our valued customers:

- **Our Employees:** We have implemented extra steps wherever possible to ensure the health and safety of our employees, including minimizing social contact, employing increased sanitary measures in our workplace and distribution centers, increased use of sanitary products, stepped up cleaning and disinfecting of all work areas and encouragement of work at home where possible. In addition, we have implemented a liberal sick leave policy, encouraging our employees to stay at home if they develop any symptoms identified as possible Covid 19 virus symptoms.
- **Increased Staffing:** In anticipation of both increased workload and the potential of increased employee absence, we have increased our workforce by hiring additional employees over the past several weeks.
- **Inventory:** Our inventory management team is working closely with our manufacturers to identify potential supply shortages early on, and employ back up contracts, whenever available. Additionally, we have both increased the amount of safety stock we are carrying in inventory, as well as reviewing items daily to react quickly to spikes in demand.

Finally, we are asking for your assistance. HealthSource prides itself in its order accuracy and quick turnaround. We currently offer our customers serviced by FEDEX a 7PM EDT cutoff time. With FEDEX picking up orders shortly after, and with the recent spike in demand, it is becoming increasingly difficult to meet that commitment with 100% certainty. We are requesting those customers serviced by FEDEX transmit their orders by 6PM EDT; For those who transmit between 6-7PM we will do our best to get orders delivered the next business day, but will give priority to orders received before 6PM. Your help on this matter is much appreciated

With sincere gratitude for your continued confidence,

Your Healthsource Partner