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We want to take this opportunity to update you on PANTHERx Rare Pharmacy's planning and response to the current COVID-19 pandemic. Our focus has been to assure uninterrupted services to all patients, while protecting the health and welfare of our associates.

PANTHERx's plan is active and implemented in stages based on key triggers. We have identified 5 Response Levels, and we are moving from Response Level 2 (heightened awareness) to Response Level 3 (higher restrictive protocols). To date, we have done the following:

- Moved all non-pharmacy associates to work from home. This group constitutes over 30% of our total work force.
- Any pharmacy associate experiencing symptoms such as fever/chills/body aches/coughing/shortness of breath are prohibited from coming to work. If anyone exhibits these symptoms onsite, they will be immediately directed to go home.
- Instituted strict CDC guidelines for all associates along with high levels of access to hand sanitizer and disinfectant materials.
- Expanded facility cleansing, especially focused on the fulfillment/dispensing area.
- Pharmacists and fulfillment associates will immediately utilize masks and gloves when filling prescriptions.
- The pharmacy fulfillment area will be limited to critical personnel only.
- All external meeting will be held remotely.

In addition to the above actions, in moving to Response Level 3, we are incorporating the following actions:

- Identify and activate a core team of 50 associates across the patient care continuum that will continue patient services from a fully remote perspective.
- Due to school closings, we have identified all associates that have conflicts due to child/family care situations and are implementing actions, including expanded and weekend hours to insure continuation of care.
- Identified all associates with underlying health conditions, assess risk, and move to their home environment with technology access.
- We are further preparing our facilities to add the following measures to our day-to-day facility access and operations.
 - Using a forehead thermometer to check for fevers before all associates enter our buildings.
 - Wiping down all boxes as they are leaving the pharmacy.

Response Levels 4 and 5 would be triggered by either government interventions or the diagnosis of PANTHERx associates with COVID-19.

Our leadership team has implemented a daily conference call to discuss ongoing plans, current execution, and to adapt to new situations as they arise. We believe that all of our measures place us in a position to continue to meet our mission of uninterrupted service to our patients.

Respectfully,
PANTHERx Rare Leadership