
Coronavirus (COVID-19) Safe Zone Delivery Protocol – All U.S.

March 2020

Dear Valued Customer,

As coronavirus (COVID-19) becomes more prevalent in the United States, McKesson is responding to protect the safety of our employees and the needs of our customers at the front lines of this health crisis. We take both roles very seriously. We understand that your providers and patients are also facing difficult challenges and decisions of their own.

With that in mind, out of an abundance of caution, we're implementing a **Safe Zone Delivery** protocol across all customer sites in the U.S. starting March 30.

Until further notice, we've instructed our delivery professionals to use the following protocol when delivering to any facility:

- *Social Distancing:* Maintaining 10 or more feet between themselves and others onsite to limit the exposure of infectious diseases through droplets, aerosol or contact transmissions. This includes not delivering beyond the front desk or receiving dock. Under extreme circumstances, this protocol can include executing curbside delivery at your site.
- *No Signature-Captured Proof of Delivery:* Rather than having you sign a delivery professional's handheld device for proof of delivery, they will manually enter your name to avoid potential contact transmission of any infectious diseases.

We've also put other safety protocols in place for our delivery professionals, including procedures for basic infection prevention and frequent deep cleaning of their vehicles and equipment.

Thank you for your partnership. Thank you for your trust and patience. And, thank you for taking care of our communities, during the best of times and the hardest of times.

McKesson Medical-Surgical