



April 15, 2020

Dear Valued Customer and Healthcare Partner:

It's increasingly likely that you, or someone you know—family, friends, colleagues—have been directly affected by COVID-19. We extend our deepest gratitude as you work tirelessly to care for your patients and keep our communities healthy during this incredibly challenging time.

We take our customer commitments very seriously and that includes keeping you updated and informed on our operations and changes to our service levels. The health and well-being of your team, your patients and our team members is guiding our every decision as this pandemic evolves.

We have contingency plans in place to hold staffing levels at our normal operations capacity. While we are not experiencing immediate staffing or product shortages due to COVID-19, the closing of country and state borders creates uncertainty. We meet daily with our clinical, supply chain and safety teams, continuously sharing the latest information from the CDC with our pharmacy operations group. Please know that we will alert you, as we normally do, with any changes to our normal operations.

In our attempt to keep everyone well, we've implemented a multitude of people-focused initiatives such as:

- Adhering to all Centers for Disease Control and Prevention (CDC) guidelines
- Implementing a non-contact transfer process for deliveries
- Enforcing a strict hand sanitation policy between deliveries for our drivers and for everyone in our pharmacies
- Providing delivery drivers with gloves, hand sanitizer and face masks
- Sanitizing delivery vehicles, transport hand trucks, and segregating returned delivery cases from new deliveries
- Monitoring team member's temperature daily—anyone with a fever will not be permitted to enter the pharmacy nor allowed to return to work without being symptom free for 72 hours
- Restricting pharmacy access to our team members only—no visitors will be allowed until this quarantine passes
- Working within recommended social distances in our pharmacies including labs, work desks and break rooms
- Providing flexible paid time off (PTO) to our team members
- Allowing for work from home initiatives, whenever possible, including virtual meetings, events and training
- Providing complimentary training programs to foster learning within the nuclear medicine industry

We are here to support you through this challenge.

Your Pharmacy Manager and Nuclear Sales Manager, along with the rest of the Jubilant Radiopharma team, are ready to meet your needs. Your safety and wellbeing remain our highest priority and we are committed to exceeding your service expectations during this unprecedented time.

Brian Schumer, PharmD
VP, Pharmacy Services, West

Shane Scott, CNMT
VP, Pharmacy Services, East

OUR VALUES



Jubilant Radiopharma, Radiopharmacies Division

4205 Vineland Rd., Suite L1

Orlando, FL 32811

Telephone: 407.455.6700 • Fax: 407.455.6732

www.jubilantradiopharma.com