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COVID-19 Update

Dear Valued Customer:

CAPS is committed to reliably servicing our customers so that you continue to have the products you need during this unprecedented time of crisis. We are pleased to report that to date our twenty-two 503A Pharmacies and three 503B Outsourcing Facilities continue operating as planned.

In this challenging time, our leadership team is constantly monitoring developments and taking steps to ensure business continuity while providing you with products of the highest quality. Below please find the status of CAPS preparation and planning regarding the COVID-19 pandemic.

- Supply Chain
 - Currently experiencing some drug shortages and allocating products as needed.
 - We remain in close communication with our suppliers and are working with them to anticipate and address any issues.
- Staffing / Production CAPS Locations
 - All CAPS facilities are classified as “essential infrastructure” as defined by the US Department of Homeland Security.
 - Implemented significant changes in our operations to protect the health and safety of our employees and help prevent the spread of the virus, including: CDC guidelines for social distancing and quarantining of any employees who test positive for COVID-19 or who have had close, prolonged contact with COVID-19 positive individuals.
 - No unusual employee absenteeism noted within CAPS 503A Pharmacies, 503B Outsourcing Facilities or corporate support offices.
 - All sanitization processes and cleaning materials were reviewed to ensure COVID-19 kill capability.
 - Employing CDC guidance for COVID-19 risk assessment.
- Other
 - Travel is limited to mission critical trips consistent with corporate guidance. No anticipated impact to critical projects at this time.
 - Business continuity plan reviewed and implemented by CAPS Executive Team.
 - Live facility tours are currently suspended and alternative arrangements can be made for virtual tours thru videoconference.

In addition to the above COVID-19 response activities, CAPS has SOPs and business plans that specifically address emergency response and disaster recovery at enterprise-wide and local levels.

For any questions, please contact your local CAPS representative.

Thank you for using the CAPS service and for all you are doing to fight COVID-19 disease. We continue to be inspired by the life-saving work being done by you and your colleagues across the healthcare system during this crisis.

With regard,

Michael A. Koch, R.Ph., MBA
Senior Vice President, Professional Services