



March 23, 2020

Dear patients, customers, fellow healthcare providers, and community leaders,

Hartig Drug Company (“Hartig Drug”) wants to provide you with the steps it is taking to protect you, your community, and our employees. Currently Hartig Drug has instituted all precautions recommended by public health officials (i.e., CDC, WHO, and state and local health officials) and in some cases exceeded those guidelines.^{1,2} We have communicated these steps through internal company communications, press releases, in-store signage, and social media postings. Hartig Drug has taken a number of steps, including but not limited to:

- ☑ Enhanced and exhaustive cleaning procedures for all store locations.
- ☑ Directed all employees to screen their temperature daily and also undergo temperature monitoring on-site at the pharmacy at the start of each shift.
- ☑ **Requested all sick individuals, for any reason, stay out of the physical location. Drive-thru is strongly encouraged where available and if you are concerned about COVID-19 risks we are offering FREE delivery, drive-thru, mail-out and curbside-pick up service to all patients and consumers. Just call your Hartig Drug pharmacy to arrange for this service, over-the-counter product requests and payment. Health care providers can also include method of delivery on your prescription notes and directions as necessary.**
- ☑ Staff have been advised to rigorously enforce social distancing standards, signage is posted in all locations and our staff have used tape to visually demonstrate appropriate distancing of 6 feet.
- ☑ Suspended signature requirements on prescription pick-up and deliveries.
- ☑ Increased our supply of essential products for our customers at the same price margins – we have not, nor will we “price gouge.” The prices and mark-up today are the same as they have been over this last several months with exception to price increases due to supplier price changes.
- ☑ Ensured adequate drug supply of finished form and active pharmacy ingredient (API) products.
- ☑ Contingency plans are in place for employees that may become ill (for any reason) which also included revised sick leave policies for employees and family members aligned with applicable laws.

We have not yet created physical barriers in our locations because it is not yet recommended by CDC and, in every location, 6 feet of social distancing is possible. We haven’t yet been able to consistently provide our staff with N95 respirators and other personal protective equipment (PPEs) due to shortages. However, even if we could provide supply, other hospitals and clinics need PPE more urgently and it is not recommended by CDC.

¹ <http://www.nacds.org/pdfs/pharmacy/2020/CDC%20responses%20post%20webinar.pdf>

² https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html

Finally, we have no intention of closing our doors because (i) pharmacies are serving a legitimate need in the community considering so many other retailers closed or out of items, (ii) health care stakeholders (e.g., doctors, nurses, government and public health officials) are asking and expecting pharmacies to stay open as one of the most accessible health care resources, and (iii) pharmacies must continue to provide for all medication needs – the alternative would result in medication lapses which would worsen medical conditions for community members resulting in more hospitalizations in an already critical rationing of health care resources.

I want to assure you we are monitoring the situation as it develops, adopting precautions from established public health experts, and consulting local providers to ensure that our guidance aligns with local practices. I hope this letter alleviates some of your concerns in these uncertain times.

Thank you for your business and please opt to receive your prescriptions and other over-the-counter purchases via drive-thru, delivery, mail-out, or curbside pickup!

Sincerely,

A handwritten signature in black ink, appearing to read 'Charlie Hartig', with a stylized flourish at the end.

Charlie Hartig
CEO – Hartig Drug Company