

Updated information regarding the Corona virus (Covid-19).

Tamro works actively in different ways to prevent and minimize risk and we would like to continue to give you the latest updates. We would like to start with stating that the distribution of pharmaceuticals in Sweden works well under the circumstances and despite the increased volumes. This has also been recognized twice by the Minister for Health and Social Affairs Lena Hallengren in the past weeks.

There current situation poses constant challenges in operating and maintaining a continued and secured pharmaceutical distribution. The volume estimations are more uncertain than ever, and we suffer from a three times higher sick absence than normal resulting in overtime and extra personnel. We are furthermore continuing our efforts to prepare for an even worse situation. Our crisis team has daily meetings to closely follow the situation to enable us to take actions if needed.

So what do we do more?

- Tamro continues to benefit from its **three distribution centers** for fast and efficient distribution to all pharmacies. We have already transferred some transport routes from Stockholm to Gothenburg to ensure delivery despite the increased volumes. Our three distribution centers make us less vulnerable to disruptions and create room for continued operation even if a region is knocked out or quarantined.
- Tamro continues to participate in weekly meetings together with the trade organizations (LIF, FGL, Läkemedelshandlarna and Sveriges Apoteksörening) to contribute with our perspective and how all actors together can cooperate in order to maintain uninterrupted pharmaceutical supplies.
- Tamro also continues to meet with the Swedish Civil Contingencies Agency (MSB) to secure the access to pharmaceuticals in Sweden.
- Tamro has ongoing discussions with the regions within Sweden in order to maintain uninterrupted supplies to Swedish hospitals.
- Tamro continues to benefit from its network with several recruitment companies to quickly supplement resources when sick leave increases. We have strengthen our workforce with more than 100 persons to be able to meet the increasing volumes on our sites. Most of them from other industries affected of the Covid-19.
- Tamro continues to benefit from its network of different transport companies throughout Sweden, which provides a good starting point for any disruptions in the transport route. Tamro can quickly allocate resources when needed. All our transport companies are ready and stand by to add extra routes if needed.
- Tamro continues its planning and preparations for implementing different types of distribution priorities if needed. In case of resource failure, for example, prescription drugs can be prioritized over other products, and we have possibilities to prioritize hospital

pharmacies, dose pharmacies or otherwise control the flows for best possible effect from a patient safety perspective. Tamro's three distribution centers also increase the possibilities to continued delivery even if a major disruption and loss of resources would occur.

- We have secured capacity in case our customers or the authorities would request storage of volumes approaching the expiry date.

Tamro's general actions regarding the Corona virus (Covid-19).

- Tamro follows the development very closely, and has implemented guidelines linked to travel, hygiene and meetings to reduce the risk of the spread of infection. We evaluate the situation on an ongoing basis, and take the measures that we, our partners, authorities and ministries find appropriate.
- Tamro has upgraded the already restricted travel policy which limits travels outside Sweden, to now only allow domestic travels that are critical for business continuance.
- Tamro has an ongoing and open dialogue with the trade organizations on the Swedish market, especially LIF and FGL. The trade organizations in turn have contact with the Ministry of Social Affairs where preventive and risk minimizing measures have been discussed. Tamro has made it clear that we actively want to contribute to continuous access to medicines and that we are available for dialogue and collaboration.
- Thursday 26th of March, Tamro participated in a meeting with the Swedish regions, the National Board of Health and Welfare, the pharmaceutical industry organizations (LIF, FGL and Läkemedelshandlarna) and the Swedish Medical Products Agency to contribute with our perspective and how all actors together can cooperate in order to maintain uninterrupted pharmaceutical supplies.
- Friday 27th of March, Tamro meets with the Swedish Civil Contingencies Agency (MSB) to discuss how Tamro can contribute to continued distribution of pharmaceutical products and other health care products.
- We have in contacts with the Government and with relevant ministries and authorities stressed the need for continued childcare in case the elementary school and preschool are closed down.
- The wholesale trade industry's organization maintains an open dialogue in order to take relevant actions if needed to maintain uninterrupted pharmaceutical deliveries
- Tamro maintains its offer to the pharmaceutical industry to expand existing inventories at Tamro as a preventive measure. We maintain an ongoing dialogue with our customers to discuss and take appropriate action.
- Tamro has continued its dialogue with Läkemedelsverket (the Swedish Medical Products Agency) in order to discuss possible measures to maintain an uninterrupted pharmaceutical distribution
- At Group level, Tamro's owner PHOENIX, continues its work with guidelines and analyzes for a continued access to medicines in its established task force. Tamro has ongoing contact with the task force to act in best possible way in the local perspective.

Q&A – Questions & Answers to commonly asked questions regarding how Tamro is handling the situation due to Corona.

Due to the questions we receive from various players, we have compiled this Q&A document in order to give answers.

Q: What is Tamro's current travel policy?

A: Tamro is monitoring the development hour by hour and we comply with all recommendations set by the authorities and the Government. Currently Tamro does not allow business trips outside of Sweden. Within Sweden we currently allow trips necessary for the continued distribution of pharmaceutical products. Trips that are not vital for our continued operations are cancelled and replaced by telecom or video meetings.

Q: What Personnel (if any) are impacted?

A: Currently no personnel are impacted.

Q: Do you have a Business Contingency Plan (BCP)? If so, is it activated?

A: Yes, Tamro has a BCP. Currently our operations are performed with minor interruptions for non-prescribed medications. We are however in an increased readiness mode, which means that we have daily meetings with focus on our preparations.

Q: Do you have any concerns that COVID will impact your ability to supply materials, cause order/delivery delays?

A: The current situation is unprecedented. It is not possible to predict the development and all effects the Coronavirus has and will have in Sweden and to our operations. Currently our operations are run without interruption, and we are taking a number of preventive actions in order to minimize the risks.

Q: Do you have any alternate facilities?

A: Tamro is the only wholesaler in Sweden with three distribution centers for fast and efficient distribution to all Swedish pharmacies. Our three distribution centers make us less vulnerable to disruptions and create room for continued operations even if a region is knocked out or quarantined.

Q: Are there any problems with the reception of pharmaceutical goods in your country?

A: No one can guarantee that there will be no problem in the customs management when a delivery is entering Sweden. We do however not expect any disturbances, and the incoming goods flow to Tamro is currently working more or less as normal. The Swedish borders are not closed, the Swedish Customs are in operation and there are currently no indications of any significant disruptions in the pharmaceutical goods flow when the products has entered the Swedish market.

Additional information

The Swedish Government is currently taking a number of actions in order to prevent the Coronavirus from spreading further. Currently those actions are not impacting Tamro's operations negatively. Tamro is evaluating the situation on an ongoing basis.