

January 7, 2022

**Dear Valued Customer,**

I wish you the best in 2022. Although it is a new year, we continue to work through the challenges and unpredictability that have unfortunately been the hallmark of the past two years.

Global events, including the spread of the Omicron variant of COVID-19, unpredictable surges in demand for key medical supplies, ongoing strains on medical manufacturers, and a tight labor market continue to impact healthcare distribution. I acknowledge how this affects you and I want to update you on some of the measures we have taken to address these challenges.

**Supply chain and demand variability**

Supply chain disruptions continue, and we've seen unpredictable demand spikes for certain products, like personal protective equipment, COVID-19 test kits and orthopedic supplies. Our teams work closely with suppliers to source products and maintain inventory levels. We also leverage our full distribution network to fill orders and have further enlisted the help of third-party carriers, such as UPS and FedEx, for deliveries.

Our McKesson delivery professionals continue to deliver to you where possible, and we attempt to keep orders together, but you may receive some orders that are split or come from different distribution centers and carriers. This is to make sure that you get the products you order as soon as possible.

**Labor shortages and the spreading Omicron variant**

Adding to supply chain challenges is a historically tight labor market and the spreading Omicron variant that has caused higher numbers of employees to be out sick. We have been proactively hiring since late summer to maintain staffing levels and have continued safety protocols to help keep our frontline employees safe.

In the event of staffing shortages at certain locations, we have business continuity plans in place and can transfer orders to alternate distribution centers to alleviate loads where necessary. While this means you have also gotten products from a different distribution center or different carrier more frequently in recent months, we make every reasonable effort to get you the products you need.

**Actions you can take**

Consolidating orders and ordering ahead of your anticipated need will help ensure deliveries when needed. You also can check out our online ordering platform, McKesson SupplyManager<sup>SM</sup>. It has features to help you order more efficiently, like ordering lists and email notifications. Call your McKesson Account Executive to get started or if you have additional questions about how we are responding to these challenges. Visit our website at [mms.mckesson.com](https://mms.mckesson.com) for the latest news and product availability.

We are committed to getting you the supplies you need to take care of those you serve. Thank you for all you do for your patients and our communities.

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