

17th March 2020

A Statement from AAH & McKesson CEO Toby Anderson

Dear Customer,

I wanted to write to you to reassure you of the steps that we are taking at McKesson UK — and more specifically at AAH — to make sure we deliver on our promise to you and maintain the safe and steady supply of medicines and healthcare services in the UK during this testing time.

We are all facing unprecedented challenges and, like you, we take the threat of COVID-19 extremely seriously. Our priority is to make sure that everyone has access to the medication that they need, when they need it, so we are doing everything we can to ensure availability, despite increasing demand and supply challenges.

We already have processes in place with our suppliers and manufacturers designed to help minimise the impact of shortages and ensure we are able to provide a consistent supply of critical products.

We have a significant responsibility to maintain continuity in all our operational activities to enable the effective distribution of pharmaceuticals across the UK. Although the spread of the coronavirus is causing uncertainty for many of us, I want you to know that we have robust plans in place to respond effectively to this threat. We have a multi-faceted approach to our business continuity planning that puts our patients, strategic partners, and colleagues at the heart of our response.

In line with DHSC guidelines, we will not be building additional stockholding within our supply chain so that we limit the risk of future potential medicine shortages. We will continue to monitor unusual downstream sales patterns, and we will act where needed to mitigate the risk of inappropriate bulk buying through effective product quota management.

At the moment we are following DHSC and government advice, as well as monitoring the evolving situation every day.

Our McKesson UK commitment is to deliver the best possible outcomes for you and your patients, especially when faced with difficult circumstances. You can count on us as your strategic healthcare partner to do the right thing, every day.

Kind regards

Toby Anderson
CEO, McKesson UK