Express Scripts Pandemic Planning

Express Scripts' Commitment to Preparedness and Business Continuity

Express Scripts remains committed to ongoing business continuity planning to better protect our employees and serve our customers and plan participants during an emergency situation.

Business Continuity Planning

- Express Scripts has a network of multiple locations across the United States. The systems capability in place gives the company the flexibility to re-route calls and pharmacy fulfillment to other facilities as necessary in order to help ensure business continuity. We have employed this system for natural disasters such as hurricane season or during other weather-related facilities closures.
- Express Scripts has systems capability and flexibility, with the option to further expand these capabilities as warranted, to allow many of our employees to work from home in the event of an outbreak. Depending on the circumstances, we may encourage that practice in the event of any widespread disease.
- Express Scripts travel guidelines and restrictions have been developed and will be implemented, if needed, to minimize the spread of diseases within our employee population and to generally minimize the spread of disease from region to region, or country to country.

Steps Express Scripts May Take to Ensure Access to Benefits and Services

- Suspend "too soon to fill" requirements for prescriptions.
- Continue working with international, national, and local public health sectors to identify geographic-specific resources, medical providers and emergency services to support the health and welfare of employees, clients, members and plan participants, and their families in the event of an outbreak.
- Leverage Point of Dispensing plans to disperse medication to employees as needed.
- Services that are Elective or not Disaster-related are excluded from this policy.

Steps Express Scripts Will Take to Minimize Transmission of any Virus in the Workplace

- Promote respiratory and cough etiquette, and frequent hand washing to minimize spread of any viral illness.
- Institute flexible work setting and schedules (telecommuting and staggered shifts) should it become necessary.
- Implement guidelines to reduce the frequency and type of face-to-face contact among employees, and between employees and customers during any outbreak.
- Institute the use of disposable masks if recommended by the CDC or public health officials.
- Provide sufficient and accessible personal infection control supplies such as single use cleaning swabs, tissues and receptacles for their disposal by restroom exit doors.
- Modify employee compensation and sick-leave absence policies for use in a pandemic situation (schools may be closed for extended periods and public transportation will be significantly affected) including policies on returning to work after recovery.
- Modify procedures for employees who have been exposed, suspected to be ill, or become ill at the worksite (i.e., mandatory sick leave)
- Educate employees on signs and symptoms of virus and how to reduce exposure.
- Adhere to CDC travel recommendations, institute policies to restrict travel into affected geographic areas and guidance for employees returning from affected areas to the workplace.

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- Prohibiting certain employees (ill, returning travelers from affected areas, diagnosed) from returning to the workplace.

Express Scripts Communications Planning

- Express Scripts member services will have up-to-date information on benefit services and in the event of a pandemic; a dedicated hotline may also be opened.
- Express Scripts has extensive web-based information on coverage policies, frequently asked benefit questions, and other information available to members and clients.
- Virus-related information will be posted at our website as well as links to the CDC and other sources of pandemic information.
- Press releases will be issued to alert plan participants of how to access benefits and services.
- Express Scripts may activate telephone hotlines or a dedicated website for Express Scripts employees to communicate the status of the outbreak and actions being taken by the enterprise.
- Express Scripts will utilize the Employee Assistance Program (EAP) telephone help lines, staffed by trained counselors, to speak with individuals and groups of individuals about how to cope with grief, anxiety, stress, or other issues during, or in the aftermath, of a disaster.
- Express Scripts will coordinate with, support, and complement public health education efforts and communications.

Preparing Your Organization

All employers face the challenge of developing customized Epidemic/Pandemic Preparedness Plans for their organizations. For comprehensive information on Pandemic Preparedness Protocols, Express Scripts recommends consultation with the WHO, the CDC, United States Pandemic Preparedness, or International SOS, all of whom have developed sets of pandemic preparedness protocols or checklists to assist organizations in developing a pandemic continuity plan. To our knowledge, International SOS has the most comprehensive tool currently available to help global organizations to design company-specific plans that are applicable to all international situations.

For more information about current pandemics or pandemic preparation, the following sites may be useful:

- Centers for Disease Control and Prevention (CDC): www.cdc.gov

- World Health Organization (WHO): www.who.int/topics/zika/en/

- US Government Pandemic Preparedness: www.pandemicflu.gov

- International SOS: www.internationalsos.com/