

Mallinckrodt Pharmaceuticals, THERAKOS® and Coronavirus Preparation (As of April 1, 2020)**Frequently Asked Questions (FAQs) – U.S. Customers****1. Q: Is Mallinckrodt experiencing operational interruptions due to COVID-19?**

No. There is currently no impact to our logistics or supply chain as a result of COVID-19.

2. Q: Does Mallinckrodt have a disaster preparedness/pandemic readiness program?

Yes. Mallinckrodt has a documented preparedness plan that guides our response to natural disasters and other crises. We rely on close communication with our customers. We are monitoring the impact of COVID-19, and responding with appropriate inventory and supplies to meet current patient and customer demand.

3. Q: How is Mallinckrodt supporting patients in need of treatment during this time?

Mallinckrodt is maintaining sufficient supply of THERAKOS Photopheresis System instruments, Kits and drug, and we are in constant communication with our supply chain partners in our effort to support continued product availability.

4. Q: Are the THERAKOS® CELLEX® Photopheresis System Procedural Kits clean, sanitized and patient-ready before delivery to your customers?

Procedural kits are manufactured in a controlled environment (class 8 clean room) and our manufacturing facilities follow multiple device manufacturing standards. In addition, all CELLEX kits are sterilized prior to delivery to customers.

5. Q: What precautions are you and your staff taking against the spread of COVID-19?

Across our operations, we are focused on adhering to the rigorous, documented guidelines that we have in place to minimize infection risks. Some examples include, training on disinfection procedures, wearing personal protective gear when managing medical equipment as well as adhering to workplace standards.

6. Q: How is Mallinckrodt supporting customer/patient needs during this time?

Mallinckrodt continues to support our customers and their patients through a combination of Customer Care, Product Support and Technical Service.

Our **Customer Care line** (1-877-566-9466) is and remains open 24/7 with employees able to address questions in real time.

Internal **Product Support** teams remain available to answer your clinical application and instrument related questions from 7 AM to 10 PM ET, and can be reached at 1-877-566-9466.

Technical Service continues to make field service calls to support our customers to the extent permitted by current COVID-19 conditions. Critical instrument repairs will be performed provided the facility allows vendor access and there are no state and/or federal restrictions to travel. Preventative maintenance and new installations will be addressed on a case-by-case basis.

Clinical Specialists are available to provide remote (virtual) Refresher Training during this time, and will seek to address urgent onsite training requests if/as they develop.

7. Q: Are there any specific instructions to clean the CELLEX device after treating a patient affected by COVID?

At this time, we ask that you continue to utilize the cleaning procedures listed in the operations manual along with your institution specific cleaning policy.

*If you have any additional questions about our preparedness and response plans related to COVID-19, please contact **Mallinckrodt Customer Care at 877-566-9466.***