

16th March 2020

IMPORTANT COMMUNICATION

Customer Business Update

EBOS Healthcare NEW ZEALAND - CORONAVIRUS COVID-19

Dear Valued Customer,

The information in this letter relates to the health and safety precautions and the business continuity plan that EBOS Healthcare has put in place in response to the COVID-19 pandemic.

Health and Safety

Our priority as always remains the health and safety of all customers, patients, staff and families. Further, as an integral part of Australia and New Zealand's healthcare supply chain, our priority is to ensure the service we provide to the Healthcare sector is not interrupted.

EBOS Healthcare Pandemic Response Team

A Pandemic Response Team has been established and is meeting regularly to monitor and respond to the situation. Each EBOS Healthcare site has established a Business Continuity Plan to ensure continuity of service to our customers and the Healthcare sector.

External Interaction

As of Thursday 12th of March, EBOS Healthcare has implemented the following precautionary measures:

- EBOS Healthcare representatives have been instructed not to visit customers' facilities. This action is to mitigate any risk of COVID-19 acquisition or transmission. Our representatives will continue to provide service to you via phone and email.
- External visitors will not be accepted at any EBOS Healthcare facility.
- Tighter hand hygiene and cleaning protocols have been implemented at all EBOS Healthcare sites.

Continuity of Service

Our priority is to ensure our services remain uninterrupted. Accordingly a number of directives have been implemented to reduce any risk to our business operations.

- Our Customer Service and internal support staff continue to operate as per normal.
- Our Warehouse and delivery services continue to operate as per normal.

Inventory and Supply

In relation to PPE and pandemic related products, we are working closely with our manufacturing and supply partners. The supply of some PPE products has been subject to significant demand pressures and we continue to closely manage and prioritise these categories.

Inventory of non PPE and pandemic related products continues to be available.

We appreciate this situation is unprecedented and changing by the day. We will provide updates in the event of changes to our response. In the meantime please do not hesitate to contact your sales representative or our customer service team for any further details.

Kind regards

A handwritten signature in black ink, appearing to read "Aramik Tahmasian".

Aramik Tahmasian

General Manager
EBOS Healthcare ANZ