

19th March 2020

Dear Customer,

We are contacting you to offer an update on our situation at both Medi-Plinth Equipment & Shuttleworth Medical with the current public health pandemic and challenges of COVID-19.

We have never seen anything like this in our 20 years of business and recognise the importance of continuing to serve our customers, GP's, hospitals, healthcare providers, healthcare facilities and distributors across the UK and Internationally, during this time of urgent need.

We want to reassure our customers that whilst there are challenges in our supply chain and lead times in the provision of goods, we will remain open for business and request your patience at this time. Our distribution networks will continue their operations as uninterrupted as possible.

Medi-Plinth Equipment & Shuttleworth Medical are addressing all the issues arising from the fast moving COVID-19 situation extremely seriously. Our aim is to reduce the risk of infection for our employees, customers and consumers and to maintain production through taking sensible and proportionate risk minimisation approaches.

I'd like to inform you on how we have prepared to maintain supply to customers during this time. This information is correct on the date of issue but as you will know the situation is changing rapidly so if you have further concerns in the near future please contact your normal representative, or if our situation changes significantly we will contact you directly.

We have introduced measures to minimise the spread of the virus at our sites; this includes:

Our employees

1. Encouraging everyone who works at our sites to follow good hygiene practices.
2. Restricting entry to our factory area to employees and essential workers only.
3. Managing the delivery of raw materials to reduce the possibility of delivery drivers spreading the virus through standard cleaning procedure
4. Asking our drivers making deliveries to customers to stay in their cab as much as possible once at a customer's site ; they will not be able to shake hands and will, where practical, stay 2 metres from people on your site. They will be equipped with products to protect against contamination (gloves, mask and/or hand sanitiser, as appropriate).
5. We have asked all employees to follow their local government guidelines on travel; in addition, we have ceased all international travel and we are minimising internal face to face meetings.
6. As of today, we have had no confirmed cases of Coronavirus for any employee or contractor within our Group.

Provide details here to be kept up-to-date with developments

Our Service

1. Our raw materials are sourced from a global supply chain and we have several key suppliers who we are working with our teams, to ensure uninterrupted supply. As in normal circumstances, we are constantly monitoring our stock levels and will work to mitigate any impact of movement restrictions via alternative arrangements as necessary.
2. Our finished products are handled carefully within our facilities and are loaded onto our own, logistics companies and customer vehicles in the correct and standard procedures.

I appreciate your concerns and I will endeavour to keep you informed of any changes to this situation. We would like to thank you for your business and support. At the same time we want to wish you and your employees the best of health over the coming weeks.

Respectfully,

Medi-Plinth Equipment & Shuttleworth Medical Teams

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