



Dear Customer,

These are rapidly changing times and we are constantly reviewing our practices as per the guidance of the various expert groups within the HSE.

Our position as of today the 1st Of April 2020 is that as an essential Supplier to the Health Service, Pharmaceutical manufacturers and the Medical device industry we remain open for business.

With the increasing spread of Covid-19, we would like to assure all our customers that we are taking all possible precautions to ensure the safety of our staff and Customers. Also to reduce exposure to and thus prevent the spread of Covid 19.

We have therefore over the last weeks introduced some changes within our business to combat the spread of infection and thereby protect our staff, our Customers and visitors to our premises. Where possible staff are working from home and where essential staff are required to be in our office the following measures have been put in place.

- Hand sanitisers available for all onsite staff.
- Physical distancing ensuring all desks are at a minimum of 2 metres apart.
- Staggered working and break times.
- All common or high tactile areas such as printers etc are regular cleaned.
- Our Office have been deep cleaned and disinfected with a product that gives further protection against Viruses for 10 days. This will be maintained going forward.
- Staff are not travelling outside the Island of Ireland and only making essential deliveries and emergency service call outs. All other deliveries are being dispatched by Courier where feasible.

As an essential supplier to the HSE We are prioritising the provision of goods and services for all Hospitals testing for COVID-19. You should not experience any delays but if you do forgive us if replies to normal requests outside Covid supplies take a little bit longer.

Other than some direct Covid related product We are not presently experiencing delays in our supply chain but are monitoring this on an ongoing basis. However please understand that delays and longer lead times may occur down the line as we may come under further national restrictions.

Our Service Engineers will now only attend emergency calls outs, with the HSE and COVID-19 testing Customers having priority. To facilitate this all routine maintenance calls will have to be rescheduled to a date when the general restrictions on movement are lifted.

We appreciate your understanding and efforts in helping us as a local business and also the wider community to defeat this Virus and return normality to our Nation.

Stephen O'Keeffe.

Managing Director