



## **Weekly Update – week commencing 30 March 2020**

Dear Customer

A quick update for you as we come towards the end of Week 5 of the Covid-19 crisis. Like yourselves, I'm sure, we are finding that the constantly changing situation makes it difficult to say with any certainty what will happen, even in the short term, making updates redundant by the time they are written. The tighter restrictions imposed by the government on Friday, 27<sup>th</sup> March have had an impact but we were prepared for the situation and it has not affected service.

### **Distribution centres remain fully functional**

As it stands today, 02 April 2020, we can reassure you that our distribution facilities are holding up well. We continue to work hard on protecting our staff and facilities and we have been successful so far. We're beginning to see a few challenges with illness and reduced public transport, but we have called on all our internal resources to support us. Our own teams have been dedicated and flexible, adapting to the constantly changing environment, stepping into new roles and taking on extra responsibilities and I am very grateful to them. We remain in close contact with the HSE, Department of Health, HPRA and other government authorities and we are reassured that should our own resources become over-stretched, we will get the support we need to do continue to get medicines to you and your patients.

### **Improved stock position, with small number of exceptions**

We have been focusing on improving our stock position and I am pleased to report that supply into us from manufacturers is still very good, with a small number of exceptions. I know we can depend on you to work with your patients to help them understand that there is no need to stockpile medicines.

The steps we had taken to manage the unprecedented demand are now being reversed gradually, as the situation stabilises:

- Daily caps and restrictions on certain SKU's are now removed, with a small number of exceptions
- These SKU's can now be ordered from the website as normal
- We are now in a position to process orders from non-primary customers again
- Rep order channel will be restored gradually over the next number of days.

Our plan is to continue to work on restoring our service to normal levels for the rest of this week and into early next week.

**Your grace under pressure is much appreciated**

Again, I would like to thank all of you, on behalf of all of us and our families, for the important work you are doing. We are proud to support you. I would especially like to thank you for dealing with our frontline teams - our BDE's, our Territory Managers, our Customer Service teams and drivers - with patience, courtesy and kindness, despite all the pressure that you and your staff are under, right at the cutting edge of the fight against Covid-19. Please rest assured that our team is there to support yours and, together, we'll get through these challenging times.

With kind regards,

A handwritten signature in black ink, appearing to read "Deant M.", with a horizontal line extending to the right.

Managing Director Supply Chain & Retail Division