



Update Communication to Customers – week 4

Re: Update to Customers on Uniphar position

Dear Customer,

As we head into the fourth week of this Covid-19 crisis and of unprecedented demand for medicines, I just wanted to update you on our position. Like yourselves, we are doing our best in a very challenging situation. We have asked so much of our staff in the last four weeks and they have stepped up to the plate again and again.

Stocks and service holding up

The measures we took to normalise demand over the last two weeks have helped us to continue operating to reasonable service levels. However, we continue to sell well in excess of normal volumes. We will review these changes, including re-opening orders on allocated products to secondary customers, once demand approaches more normal levels.

Thankfully, we are not seeing any significant supply issues from manufacturers. The main constraint for us at the moment is how much stock we can process at the back door, i.e. our capacity at Goods In. We have increased our capacity greatly in this regard, but demand levels can still outstrip our capacity from time to time and affect the functional stock position temporarily. We apologise for any short-term stock unavailability caused by this fact. We are continuing to review product allocations on daily basis and are making changes to this in line with our stock position. If you require emergency deliveries, we would ask you to ring your BDE or territory manager with all emergency orders.

HSE engagement provides comfort for potential escalation

Our strategy of focusing on safeguarding our staff and protecting our facilities has been successful so far. All non- distribution staff are working from home, which halves the numbers in most facilities and allows for better social distancing and the reduction in the number of possible contacts anyone in the business has in any one day. Although we have not had a case of Covid-19 on site as yet, we are prepared for it. The State has recognised the essential nature of our job in getting medicines to hospitals and pharmacies around the country. We have been working closely with the HSE on emergency planning and our facilities are now classified as essential healthcare facilities and our workers as key workers. What this means in real terms is that the HSE and other government agencies will work with us to ensure the minimum possible downtime, in the event of an outbreak, including providing replacement resources to help with picking and logistics, should it be required.

Thank you to you and your pharmacy staff

Finally, I would just like to thank you for pulling together with us in this difficult situation. We know that you and your team are under huge pressure, right on the frontline, dealing with customers and asking your staff to put their own well-being to one side for the greater good. We'd just like to say that we all appreciate what you and other healthcare professionals are doing for us and our families. For our part, we are 100% committed to supporting you and to making sure that you get the medicines you need for your patients, come what may.

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