

Your contact:

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Dear Colleague,

6th April 2020

Subject: COVID-19 (“Coronavirus”) Update 3

I have written to you regularly over the last few weeks as we adapt to the way we work through this ongoing pandemic. We remain dedicated to enabling the order, manufacture and delivery of our products, whilst at the same time ensuring a safe environment for all our colleagues.

We continue to adjust in line with government guidelines, the current national lockdown and in accordance with Mauser’s safety-first strategy.

I am writing today to tell you about additional measures we are taking to ensure continuity of overall supply and to update you on our product availability:

- **Huge efforts:** we have significantly increased capacity and supply across both our SHARPSGUARD® sharps and WIVA™ clinical waste container ranges. This is to meet both the unparalleled levels of current demand and to help support the challenges of setting up the new emergency field hospitals, such as NHS Nightingale in London.
- **Restrictions needed:** as expected, we are unfortunately having to implement some restrictions on your order volumes and order frequency in order to maintain overall continuity of supply where possible, and to manage this incredible increase in demand.
- **NHS priority:** as said previously, we are and will continue to prioritise our NHS customers, both to cover the regular demand from hospitals and their increasing requirements, but also to support the phenomenal work our NHS is spearheading to open up a number of additional Nightingale facilities across the country.
- **Longer lead times for WIVA™ containers:** particular pressure has been placed on our WIVA™ containers. Demand across Europe has, in some cases, reached 2 and 3 times normal levels. We must advise that in order to meet the extra demand from hospitals, other non-hospital orders cannot currently be guaranteed. Please keep this in mind when placing new orders and be aware lead times will be extended to as much as 25 to 30 working days across the WIVA™ range.
- **Core SHARPSGUARD® containers holding up:** there are currently no noticeable impacts on lead times for our core range of SHARPSGUARD® sharps containers manufactured in Littleborough, Lancashire. We have good availability for the 1 Litre; 2.5 Litre; 5 Litre; 11.5 Litre; 22 Litre sizes and our Theatre+ containers.

- **Some SHARPSGUARD® container substitutions:** that said, the following slower-moving lines have been affected due to these extraordinary levels of demand:
 - 3.75 Litre is not currently available and we recommend our 5 Litre for your orders.
 - 7 Litre is not currently available and we recommend our 11.5 Litre.
 - 8.5 Litre is not currently available and we recommend the 11.5 Litre or the 5 Litre.

Further information and customer support:

- If you would like further information and/ or to discuss which of our range would work best for you, then please speak to your usual contact. Additional information and support is available on our website www.daniels.co.uk.
- With an increased reliance on home-working by the MAUSER team, I would ask you wherever possible to contact us by email at info.healthcare.UK@mauserpackaging.com

Finally, I would like to share how hugely proud I am of all my colleagues across MAUSER Packaging Solutions who have pulled together to support you our customers, as well as their fellow colleagues. They continue to work extremely hard to meet the increase in demand and to keep you informed.

Can I also thank you, and your colleagues, for the consideration and understanding shown when contacting us.

We will stick with our commitment to update you regularly, and as the situation changes, on our [website](http://www.daniels.co.uk) and via social media channels.

Thank you for your patience and support during these unprecedented times.

Yours Sincerely on behalf of everyone at MAUSER.



Eric Lanyon
Managing Director