

Dear Colleague,

T: +44 (0) 1865 371 841
info.healthcare.UK@mauserpackaging.com

4th May 2020

Subject: COVID-19 (“Coronavirus”) Update 5

After a challenging six weeks of lockdown in the UK, we continue to adjust the way we work at Mauser in order to enable the order, manufacture and supply of the SHARPSGUARD® sharps and WIVA™ clinical waste containers, whilst maintaining a safety-first strategy.

Just last week we agreed with NHS Supply Chain to change some product sizes, to an appropriate alternative from our core range. This will enable us to deliver three million containers in just 18 weeks to the NHS across England.

We are continuing to prioritise our NHS customers. We are working in partnership with them to ensure there are sufficient safe products to enable the efficient and safe disposal of all sharps, PPE and other clinical waste.

However, we are also now in a better position to support the wider care sector, through our network of trade customers and partners, so we can meet the demand from our total healthcare customer base.

Looking at the position more closely:

NHS Supply Chain customers in England

This week we are contacting all NHS Supply Chain customers in England to seek their help to swap out these few sizes. In doing so, this will help us to meet their current demand and to ensure enough safe products to get us all through this pandemic.

NHS priority customers in Scotland, Northern Ireland and Wales

Increased demand from our other prioritised NHS customers in Scotland, Northern Ireland and Wales has a lower impact on our overall manufacturing capacity. Hence, we continue to offer their usual range of products.

Wider care sector and trade

By focusing NHS Supply Chain’s prioritised demand onto our fastest-produced products we are now in a position to increase availability of our other, slower produced, lines to the wider care sector.

With these small changes, and additionally helped by the further ramping up of production across the complete Mauser Healthcare portfolio, we are now in a position to remove some of the SHARPSGUARD® sharps container substitution measures.

Key updates on individual product lines are set out over the page.

- **Non NHS Supply Chain customers can restart ordering the following lines, with our usual lead time of 7-10 days:**
 - 3.75 litre – all variants
 - 7 litre – all variants
- **Longer lead times for WIVA™ containers:** the demand pressure remains on our WIVA™ range, way above normal levels. As such non-hospital orders still cannot be guaranteed. To anyone who has not received their expected delivery, we apologise. Be assured we are doing everything possible to increase supply to meet this ongoing demand. As such, please keep this in mind when placing new orders and be aware lead times can on occasions exceed the anticipated 25 to 30 working days.
- **Our transport partners may take longer to deliver:** we have been made aware that some deliveries have unfortunately been delayed. This can often be the effect of fewer staff available to make deliveries.

Unfortunately, we are still NOT able to supply the SHARPSGUARD® 8.5 litre container to any customer. Instead we recommend the 11.5 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 is available on our [website](#).
- I would ask you to contact us by email at info.healthcare.UK@mauserpackaging.com

We will update you further just as soon as the situation develops, on our website and via social media channels.

Again, can I thank you and your colleagues for your patience and understanding you have been showing when contacting us. The team really appreciate your support!

Yours Sincerely on behalf of everyone at MAUSER.



Eric Lanyon
Managing Director