

Dear Colleague,

27th April 2020

Subject: COVID-19 (“Coronavirus”) Update 4

On behalf of everyone at Mauser, I hope you and your loved ones are healthy and safe as you read this update.

I wrote just before Easter to share how we were working through this ongoing pandemic. Two weeks on and the whole team at Mauser are still dedicated to enabling the order, manufacture and delivery of the critical products. This will ensure you and your customers can dispose of sharps, PPE and all other clinical waste in an efficient and safe way.

Everyone is aware that the COVID-19 “coronavirus” pandemic has led to unparalleled challenges for our NHS, and all of you throughout the healthcare sector. This has caused unprecedented demand on protective equipment right across the supply chain. Sharps containers and clinical waste containers are no exception.

We continue to ramp up production of our most widely-used SHARPSGUARD® sharps containers and WIVA™ clinical waste containers.

Key updates

The most important updates at present are:

- **NHS Supply Chain customers:** because of the volumes we are now producing across our core ranges, we are having to ask NHS Supply Chain customers to swap out some of the slower-moving lines and to take the appropriate alternative product from our core range. We are writing to those customers separately. More information is available [here](#).
- **Wider care-sector customers:** once our NHS colleagues have diverted their demand to our core range of containers, we will be in a better position to look at meeting the demand for a broader range across the wider care sector. We will update you on this as soon as we can.

Just last week, we committed to our NHS Supply Chain partners to deliver almost three million containers, or over 28 million litres of usable capacity in just 18 weeks; twice the usual volume, in such a short space of time.

To achieve this, and to ensure everyone has sufficient containers to get through the coming months, we are having to ask our NHS colleague for their help by taking a few short-term measures in their procurement and usage decisions.

We are asking them to swap a few slow moving sizes, to reduce the variety, and to focus on the core SHARPSGUARD® and WIVA™ container sizes. With their help, we will be able to meet this demand, even in the midst of the pandemic, and ensure there are enough sharps and clinical waste containers for everyone, for the NHS and for our total healthcare customer base.

So yes, we are still continuing to prioritise our NHS customers. However, we also aim to support the wider care sector through our network of trade customers and partners.

For the moment, the measures I communicated last time remain in place:

- **Restrictions needed:** as expected, we continue to implement some restrictions on your order volumes and order frequency in order to maintain overall continuity of supply, and to manage this incredible increase in demand.
- **NHS priority:** as said previously, we are and will continue to prioritise our NHS customers, and also the Nightingale facilities up and down the country.
- **Longer lead times for WIVA™ containers:** the pressure is still on our WIVA™ range. Demand across Europe remains way above normal levels and as such non-hospital orders still cannot currently be guaranteed. Please keep this in mind when placing new orders and be aware lead times remain as much as 25 to 30 working days.
- **Core SHARPSGUARD® containers holding up:** there are currently no noticeable impacts on lead times for our core range of SHARPSGUARD® sharps containers. 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:** we continue to ask you to substitute the following slower-moving lines due to 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.
- I would ask you to contact us by email at info.healthcare.UK@mauserpackaging.com

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.

Finally, can I thank you and your colleagues for the patience, support and understanding you have been showing when contacting us during these challenging times.

Yours sincerely on behalf of everyone at MAUSER.



Eric Lanyon
Managing Director