

Your contact:

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Dear Colleague,

23rd March 2020

Subject: COVID-19 (“Coronavirus”) Update 2

I am writing to you to further update on MAUSER’s position in relation to the on-going COVID-19 (“Coronavirus”) pandemic.

First of all, please be reassured we are totally committed to our safety-first strategy and would like to ensure a safe and healthy environment for all our customers, employees, partners, their families and our communities. This is at the heart of everything we do.

With this in mind, we have put in place a series of robust measures to ensure health and safety, whilst still enabling the order, manufacture and delivery of our products:

- Whilst we are increasing capacity where possible, we will restrict order volumes/ regularity to normal order levels/ patterns to maintain overall continuity of supply.
- In the same respect, and considering the significant healthcare challenge we face, where necessary we will prioritise key healthcare customers and their supply chains.
- Due to an increased demand for MAUSER Healthcare’s range of clinical waste containers, both in the UK and across Europe, the regular lead time for WIVA™ containers, of 10 working days, cannot currently be guaranteed and will be extended to 15 working days. Please keep this in mind when placing new orders and allow us more time to confirm and update on orders.
- There are currently no impacts on lead times for SHARPSGUARD® sharps containers.
- If you believe your stocks will run short, and you have not yet told us, then please give us as much notice as you can when placing your next orders.
- With an increased reliance on home-working by the MAUSER team, I would ask you to contact us by the preferred email route of info.healthcare.UK@mauserpackaging.com

Everybody across MAUSER Packaging Solutions is working extremely hard and focusing all efforts to meet this increase in demand and to keep you informed.

We will continue to update you as the situation changes and publish regular updates on our [website](#) and via social media channels.

Thank you for your patience, support and understanding during these unprecedented times

Yours Sincerely on behalf of everyone at MAUSER.



Eric Lanyon
Managing Director