

COVID-19 UPDATE: We Are Committed to Supporting You

On behalf of everyone at Vitaflo we want to convey to all of you a message of gratitude and admiration for your resilience, self-sacrifice and commitment to people's health care. Given the current situation, we fully understand the pressure you are experiencing, and we would like to share with you the measures we are taking to assure the safety, quality, and availability of our products.

Products Stock, Supply and Safety

Because we know our products play an important role, we are working with our supply chain, distribution partners and patients to implement appropriate preventative measures to assure continued production and delivery of products:

- There is a focused, and strategic business continuity plan in place to ensure supply continuity while maintaining safety stocks in anticipation of the situation.
- There are continuous communications with key suppliers to ensure flawless execution and maintain a resilient supply chain.
- The Vitaflo Customer Service team is operating normally, and the Logistics team has a split shift in operation. This is to ensure that our Distribution Center remains operational and fulfilling demand requirements of our patients and customers.
- At this time, the Vitaflo Supply Chain team do not anticipate any supply issues. We are closely monitoring the situation and have proactive plans in place to assure we are responsive to the demands of our customers and patients.

At Vitaflo, our manufacturing and distribution operations are conducted with the highest levels of hygiene and cleanliness to guarantee the quality and food safety standards that make Vitaflo a global leader in Medical Nutrition. This will not be compromised.

Employee and Community Health

The health and safety of our employees, patients and customers remains our highest priority. We have an obligation to protect the communities in which our employees live and work. As such, we have amended our normal work policies:

- If local restrictions have been put in place, we have instructed our sales teams to suspend any face-to-face visits and we have put alternative communication channels and tools in place to ensure continuity in our collaboration.
- We are looking to convert our educational programme into webinars, we will keep you updated on any developments.

If you need further assistance

Our number one priority is assisting you. The Vitaflo team is available for any of your questions or concerns.

If you need any support, please contact your local account manager.

If you are uncertain of who your account manager is, please contact our customer service team on [0151 709 9020](tel:01517099020) or email customerservices@vitaflo.co.uk.