

Novel coronavirus (COVID-19) – Customer Update

Updated 17th March, 2020

Prioritising the wellbeing of our employees, our customers and their patients & residents we serve each day.

At Arjo, the focus is on people. We prioritise the wellbeing & safety of our employees, our customers, and the patients & residents that we serve each day.

The Arjo Leadership Team have established a task force that continues to closely monitor the situation and keep up to date with the impacts of government decisions affecting policy, healthcare and border protection. Arjo has also activated its business continuity plan in response to the current COVID-19 outbreak.

As this situation continues to evolve, we will follow all relevant recommendations from the Australian Government Department of Health, State & Local Health Authorities.

We would like to share the precautionary measures that Arjo Australia are taking to manage this situation and ensure business continuity and support to our customers.

- As part of our business continuity plan, we will continue to maintain all customer support activities; this includes; managing the increased demand for mattress & equipment rental, preventative maintenance & equipment repairs, and the supply of all equipment, spare parts and consumable items.
- Arjo repair centres remain open and extra technical staff have been added to ensure that equipment preventative and reactive maintenance is completed promptly.
- Our global manufacturing and production units are running according to plan, and we have done everything we can to minimise any impact on customer orders and future demand. We are working closely with our suppliers to limit any possible disruptions. We are monitoring the situation on a daily basis, and will keep you informed in case of any deviations.
- We have ordered additional inventory of a large number of equipment, consumables and spare parts to ensure that we are able to meet any increase in demands.
- We have standard operating procedures in place and trained staff with significant expertise in managing contaminations.
- Our employees are trained in Infection Control and equipped with Personal Protective Equipment (PPE) or similar solutions to ensure their safety when visiting customer facilities.
- Provide remote, off-site and virtual (Skype) clinical education, support and training – in order to continue to honour your requests to maintain our distance during this time, we have further enabled our sales and clinical teams to provide remote video or off-site support.

Again, the safety of our staff, our customers and their patients & residents is of our utmost concern. Please don't hesitate in contacting your Arjo representative or the Arjo Customer Support team with any questions or concerns on 1800 072 040.

Sincerely,

Michael Luxton
President – South East Asia Pacific

Arjo Australia Pty Ltd

Level 3 Building B
11 Talavera Road
Macquarie Park NSW 2113
Australia

www.arjo.com.au