

Important Announcement
USL Medical – Customer update
Coronavirus – COVID-19

Dear valued customer,

As the global Coronavirus (COVID-19) outbreak continues to evolve we wanted to share with you some important information about the steps USL is taking to minimise the risk of exposure to us all.

Health and Safety

Here at USL we are focused on providing you first with the highest standard of both product and service.

That includes the health and safety of our USL Community – which includes you, our customer as well as our team members.

Our goal is to ensure the continuity of supply of product and service to you and we have equipped our teams with the tools to provide this service.

USL Pandemic Response

USL has a robust Business Continuity Plan in place to ensure we continue to deliver to you and the Healthcare Sector as usual.

Client/Supplier Interaction

As of the 17th March, USL Medical has taken the following precautionary measures:

- We have paused all supplier face to face meetings.
- All non-essential business travel has been suspended until further notice.
- USL Account Managers have been restricted to making only essential visits to clients and their facilities. This action is being taken to mitigate any risks of transmitting or acquiring COVID-19.
- Our team will continue to contact you via email, phone and teleconferencing tools if available, to continue to offer training and support.
- Our customer service and support teams continue to be available to help.
- Our warehouse and delivery services are continuing as normal.

Inventory and Supply

USL continues to work closely with suppliers to ensure the ongoing availability of products. Our Pandemic related products have seen unprecedented demand and we are unable to guarantee delivery; however, we are working with our suppliers to prioritise these products. In relation to non-Pandemic related products we have stock available and have not been made aware of any potential supply issues.

As you will appreciate this situation is very fluid. We are implementing policies to ensure that we continue to deal with this rapidly developing situation surrounding the Pandemic.

We will communicate with you with any further changes as they arise.

Thank you for your understanding and please don't hesitate to contact USL if you have any further questions.

Kind regards,

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