

19th March 2020

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To Whom it may concern

In light of the Covid-19 pandemic and the actions we are all taking to protect both ourselves and those who are vulnerable, Care & Independence are contacting you again to confirm the business measures and practices we are taking to help tackle this national fight whilst still supporting you in your everyday work.

How we are helping you;

1. **Face-to-Face Assessments:** we **continue** to offer our normal visits and we have increased sanitisation and hygiene measures in place to support these events;
2. **Remote Assessments:** We realise that face-to-face appointments may not be practical in the coming weeks so have developed a process to conduct remote assessments for slings and bathing products. Attached are supporting documents to assist in the product selection.
3. **Telephone & E-mail Support:** Your local product specialist is still available for consultation via telephone and email. A document providing their individual contact details and local area is attached for your convenience. All our field sales have extensive expertise and knowledge of our products and are trained to select the most suitable product required.
4. **Head Office Support:** Our Sales Administration team are also available to discuss any concerns or queries you may have. Sales and Service Administration teams can be reached on 033 012 80808.
5. **Drop-Shipping:** Given the concerns and Government advice over social distancing, if required, we will also ship the product directly to the end user to help reduce unnecessary contact. We already have in place stringent exposure practices in each of our manufacturing sites to reduce any cross-contamination possibilities.

Naturally we as a business have put in place a number of other safe-guarding measures concerning our staff and business practices in response the Covid-19 threat. This was communicated to all our customers and suppliers in an email earlier in the week but is also available to view on our website home page.

These are unprecedented times but please rest assured that Care & Independence are still here to support you and your patient dependants as much as we can.

Stay safe yourself.

Kind regards,

James Bennett
Sales & Marketing Director