



July 13, 2021

Dear Piramal Critical Care Customer,

At Piramal Critical Care, we have an unwavering commitment to putting the needs of our customers and patients first. A key part of our mission is to help our customers deliver meaningful quality of life improvements to a large number of patients.

Since the start of the COVID-19 pandemic last year, it has been necessary to make a number of significant changes to the way we do business. As the situation has developed, it has driven change in some of our business practices to ensure that, no matter the level of local or national restrictions, we are able to continue our commitment to you and the patients who depend on our products.

Despite local lockdowns and restrictions, all of our manufacturing sites have continued to produce products to meet market demand and our Supply Chain Operations have functioned fully throughout. Our teams have remained dedicated to ensuring that our products are available and remain of the highest quality, thus ensuring we continue our quest to put the patient at the centre of all that we do.

Hopefully, a number of the restrictions we have been facing will end soon. We remain committed to ensuring we can maintain a high standard of service to all our customers whilst, at the same time, following all local guidelines. Our commitment remains that our sales team will be available to you. Please know we are ready and available to support you, should you require our assistance. In the event that you cannot reach your primary sales contact, please call our Customer Service line at +44 (0)203 868 8658 and we will help address your question or concern.

On behalf of PCC, I thank all of our customers, whether they are in a Hospital, or in one of our Distributor partners. Your ongoing commitment to improving patient outcomes is something to be proud of.

Yours Faithfully,

A handwritten signature in blue ink that reads "W J Hargan".

William J Hargan

Vice President, Sales, RoW

“Saving and Improving Patients' Lives.”

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