



November 23<sup>rd</sup>, 2020

Dear Piramal Critical Care Customer,

2020 has been a strange year for many of us and the COVID-19 pandemic has necessitated some 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.

Most notably, 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 remain fully available and are of the highest quality, thus ensuring we continue our quest to put the patient at the centre of all that we do.

Although we have limited travel, and are following the guidelines to work from home as much as possible, that doesn't change our sales team's availability 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  
VP of Sales and Marketing, UK & RoW  
Piramal Critical Care

**“Saving and Improving Patients' Lives.”**

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