

Dear Customer,

With the recent news, we wanted to provide you with some reassurance by sharing with you the strategies we have in place to continue to support your practice in this ever dynamic environment.

Please share this email with everyone in your practice.

MWI Wholesale

We understand that pharmaceutical supply is a critical function for your practice, and we take our responsibility to protect the supply chain seriously. In terms of the **global pharmaceutical supply chain**, we continue to solicit and monitor updates from manufacturers proactively to ensure constant access. We have good stock availability across the product portfolio.

In fact, we are the only UK veterinary wholesaler with **two fully stocked distribution centres**, and the ability to serve our customers from either centre at the flick of a switch. This agility means that MWI Animal Health provides **a safe, secure and reliable supply** of veterinary pharmaceuticals to their customers with daily deliveries.

Have confidence that you can continue to order products at your usual run rate.

There is no need to 'stock up' or 'bulk buy', which could be costly for your practice.

Should any product supply issues occur, we will communicate these to you. In the past, we have implemented our **fair share allocation program**, temporarily where needed to safeguard product availability to all our customers

To ensure the continued safety of the distribution centres and warehouse associates, at the beginning of this year, we implemented stringent cleaning procedures. These efforts include a continuous cycle of sanitisation as well as adopting additional hygiene operatives. All non-critical vendors are prohibited from entering the facilities, and we continue to partner closely with delivery partners to ensure the safety of their drivers and associates.

Our '**Contactless Delivery**' service allows MWI Animal Health to maintain deliveries to your practice whilst protecting the wellbeing of your practice team and our delivery driver.

What does the process for Contactless Deliveries look like?

- Your MWI Animal Health delivery driver will either call ahead to let you know an estimated time of arrival or contact you once they have arrived in your car park.
- Please prop the door open for the delivery driver. This limits their contact with surfaces.
- We ask that the member of your team receiving the order stand 2 metres away while the driver delivers your goods to just inside the premises.
- Our driver will then step back by 2 metres and wait for a member of your team to attend the delivery. They will ask for your team member for their name as the witness for the delivery.
- We ask that deliveries are acknowledged within 5 minutes so that the items you have ordered remain within their temperature labelling conditions.

- Customers that receive their deliveries prior to the practice opening their deliveries to be placed as close to the entry door as possible to limit the time and contact your driver has with your premises.
- Many of our customers offer our delivery drivers refreshments when they visit. Our drivers are not able to accept these refreshments at this time.
- If you require your order to be delivered further into your premises, then this is at the driver's discretion. However, this must be to a non-public area, and hand sanitising facilities must be made available to the driver.
- Please acknowledge receipt of your order promptly. Failing to do so creates delivery delays for all of our customers.
- We are not able to leave deliveries unattended or in locations that are not secure. If you are not able to acknowledge receipt of your delivery within a reasonable time, your driver will return the goods to their van. Delivery will be attempted again on the next working day.
- All our drivers are regularly reminded of the government guidelines for self-isolation, for travel and COVID-19 symptoms. We will not allow a driver to commence deliveries if we have information that suggests they should be in self-isolation.

MWI Animal Health Technology and Buying Group

In March we mobilised over 150 of our associates into homeworking. Practice Technology Support, Customer Service and Buying Group Account Support teams have been working from home ever since and will continue to work in this way until at least 2021. All our customer support teams are still available by calling the usual number. We have not outsourced our phones services. When you call, you are speaking to the same MWI Animal Health team.

We are here to help

MWI Animal Health understands that the approach you take to animal welfare and patient care will be different during the COVID-19 pandemic. Our Business Development Managers are available to discuss the most meaningful support for you and your practice at this time. If you would like to speak with your Business Development Manager about how MWI Animal Health can support your practice, click [here](#).

Yours faithfully

MWI Animal Health