

Important Information

Dear Valued Amoena Customers

We currently face unprecedented times and with this a level of uncertainty. We hope that you and your families are safe and healthy as we watch the global coronavirus (COVID-19) progress. We're writing to assure you that we are committed to protecting the health and safety of our employees, customers and the women who wear our products.

As all citizens should, we continue to closely monitor the evolving situation, specifically news and directives from the **NHS, UK Government** and the **World Health Organization** (WHO). We are taking proactive steps at Amoena to help limit exposure to the virus, while also maintaining safe, ongoing operations.

Employee Safety

In recent weeks we have revisited our company's Infectious Disease Policy, encouraged proper handwashing, cleaning of surfaces in the office/warehouse, and urged employees to stay home if they are ill. Today we have met with employees to discuss the facts about COVID-19; we are asking them to follow the recommended steps to keep themselves, our products, and our facilities safe. This includes staff working from home if they are able to until further government advice is provided. *Our office and warehouse remain open at this time.*

Account Managers and Travel

In order to ensure continued safety and well-being of our employees and customers, we are limiting travel of our Account Managers. *Most sales calls and customer support will be conducted virtually via phone or video conference* – please consider using FaceTime or Skype with your Account Manager if you need live help. If you have Amoena Fit Events scheduled with your Account Manager, she will be in close communication with you to help you decide if postponing is prudent.

Amoena Hospital Fitters

Fitting staff will still provide cover for clinics and will continue to do so until instructed otherwise by the hospitals they are servicing. We have instructed that they follow government guidance along with local protocol from the hospital staff at the clinics they attend. Helping to minimise risk to both patient and staff.

Shipments

Retailers:

For the next 30 days, we would like to offer you drop-ship service to your customers at no charge, to help reduce foot traffic in your store or in the case of enforced closure. This customer information will only be used for delivery and warranty purposes.

Hospitals:

For the next 30 days we can provide all hospitals upon request a direct to patient delivery. As we already provide this service in a number of hospitals we have an existing process in accordance with GDPR requirements. Any patient details provided will be encrypted with the data used only for the purpose of delivery and warranty. To request this service please contact customer service and they will provide you more information on 08450 724024* or uk.orders@amoena.com.

Both our carriers Royal Mail and Fedex have introduced measures to maintain continuity of service and reduce risk (please see details below).

<https://postandparcel.info/119941/news/parcel/covid-19-royal-mail-change-policy-for-signed-for-items/>

<https://www.fedex.com/en-us/coronavirus.html>

Authorities have informed the public that there is low risk in handling a package. You can find more information about this at the WHO website, [here](#).

Amoena Training Academies

For the time being all our training academies have been postponed until further notice. For local training events please speak to your local territory manager for more information.

Product Availability

Our supply chain could be impacted as a result of unavoidable shipping delays; we are in constant communication with our headquarters and suppliers and will let you know if we expect any inventory issues.

Amoena shipping and delivery times are currently running as normal with these things in mind.

For any questions concerning this notice, or our plans around COVID-19 and operational status, please contact your Territory Manager or call Customer Care at 08450 724024* or uk.orders@amoena.com. We will update our websites and social media channels, and email you with any new information in the days to come.

The health and safety of our partners, employees, and customers remains our top priority. We thank you for your patience and partnership as we navigate this unprecedented situation. Take care of yourself and your loved ones.

Sincerely,



David Fisher

Country Manager, Amoena UK and Republic of Ireland

*Calls cost 1p to 12p plus your telephone company's network access charge