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ALL NAMPHARM CLIENTS

**-URGENT NOTICE-**

**RE: OPERATIONAL CHANGES DUE TO COVID 19**

Dear Valued Client,

With the recent news that the COVID 19 virus has reached Namibia, it is imperative that we as members and role players of the Namibian Healthcare Industry stand together to ensure our nation is protected and served to prevent and combat the spread of COVID 19. We wish to communicate the following measures:

**1. Internal Operational Measures: Human Capital (Staff)**

Nampharm (Pty) Ltd is classified as an "Essential Service" provider and it is therefore imperative that we remain operational during this uncertain period in our country's history. We have taken internal measures to protect our staff and yourselves to manage operations from a human capital point of view. Our staff have received training and are equipped with gloves and are required to adhere to a compulsory and comprehensive hygiene protocol. We are also providing staff with meals for the next 30 days to ensure adequate energy levels and immune support in this testing time.

**2. External Operational Measures: External Barrier Products Shortages and Credit /Product Returns**

From a product point of view, however, we require all stakeholders' assistance with regards to product purchases. Our stock levels have been severely depleted on specific product lines. Therefore, we wish to urgently communicate the following in relation to products:

**2.1. External Barrier and Preventative Products:**

- Surgical Gloves and other gloves;
- Hand Sanitizers and anti-bacterial scrubs;
- All Face masks;

We currently are out of stock on these items and experiencing a significant shortage and back orders on products in this category. A policy decision has been taken to ensure that those at the front line and first line of defense receive supplying preference on these specific products. Therefore, all products on back order within these categories will be allocated firstly to hospitals, clinics, doctors and emergency service providers. Any surplus thereafter will be allocated among the clients with back orders.

## 2.2 No Credit Returns on All Products until further Notice

**To prevent instances of contamination we will be unable to accept any credit returns on all product lines with immediate effect from today during this period and until further notice.** While we accept credit returns as per our Credit Return Policy, the status quo necessitates changes for the time being.

Please remain assured that you can rely on Nampharm during this time and we remain committed in providing the excellent service as per usual that you have become accustomed to.

Sincerely



Marius Gouws  
Marketing Director  
Nampharm (Pty) Ltd

