16 March 2020

Dear Healthcare Professional,

Nutricia is monitoring the COVID-19 (Coronavirus) outbreak very closely to assess any potential impact on our business. We have assembled global and local teams to oversee the company's response with a particular focus on ensuring the welfare of our staff and the continued, uninterrupted supply of our products to patients and consumers around the world.

Working closely with our factories and trusted supply chain partners, we are putting in place measures to maximise the availability of our products in Australia and New Zealand in the coming period.

Importantly, we have taken steps to increase the volume of locally held stock for critical products including our Flocare enteral feeding pumps, giving sets and tube feeds as well as paediatric and tailored nutrition products for infants and toddlers. While we are doing everything we can to ensure local product supply will be adequate to satisfy the increased demands placed on the healthcare sector, we must control the supply of these products responsibly and in a manner consistent with satisfying the greatest level of community need. It is therefore likely that we will need to impose volume restrictions on certain products depending on how the demand fluctuates over the coming weeks.

We are also in touch the various government healthcare departments and will take direction from them as appropriate regarding the supply of critical care products.

Please be assured that Nutricia is committed to working with you to achieve the best possible patient outcomes as we tackle the global COVID-19 outbreak. Should you have any questions regarding the supply of Nutricia products at this time, please contact your Nutricia key account manager.

Sincerely,

Rodrigo Lima
Managing Director,
Nutricia Oceania

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