

24th March 2020

## **Gamma Allergy production and delivery status at 100%: COVID-19 pandemic update.**

Following last week's company statement, we have decided to provide updates every Tuesday on what is going on in our business and how it could affect yours.

Proactive steps are necessary in these challenging times. Gamma has four main pillars that are essential to our steady supply and service, namely: Canadian compounding, international logistics (UPS), Australian operations, and domestic logistics (StarTrack). A status update on each of these will be provided and continually monitored to provide you with the most current information. Our commitment is to do everything in our power to ensure a disruption free supply and service.

### **Canadian Compounding**

We are in regular contact with our compounding facility in Toronto, Canada. The current situation there is very similar to Australia with regard to infection rates. The Canadian government has been proactive in promoting social distancing and shutting down non-essential services and public gatherings. Our compounding facility is considered a pharmacy and thus falls into the category of an essential service and is operating without interruption. As mentioned in our previous statement, the lab has taken proactive social distancing measures and strict hygiene continues. Rest assured, stock levels of essential raw material used in product compounding are available for well into the future.

### **International Logistics**

Gamma uses UPS for all international logistics. We have received confirmation from UPS that they are considered an essential service and as such will be open for business as usual. Our current shipment is on schedule to arrive in Queensland by the end of business today (Tuesday 24th).

One variable that we are unable to predict is how government agents working in Customs and Quarantine will be affected by emerging government policies. At present there are no predicted delays or shut downs in these sectors but we will be monitoring these government departments closely.

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### **Australian Operations**

At Gamma, we rely on technology heavily to streamline our processes and help ensure accuracy and efficiency. Our business was designed to run with minimal human input with most of our processes automated. As a team, we proactively adopted social distancing measures from last week and have implemented internal policies to ensure that there is only one person in our office at any given time, while other staff members work from home. There should be no noticeable difference in the support and service you receive from us.

### **Domestic Logistics**

Gamma Allergy continues to maintain our average turnaround time of three weeks from order to delivery, as consistent with our last two years of operations. StarTrack is our chosen provider of domestic logistics and currently, all postal services are continuing to operate as per normal, with no foreseeable plans of suspending or slowing down services.

All essential shipping supplies we rely on for domestic delivery to your practices have been deliberately overstocked. As an Australian company, we always aim to support other local businesses. Given the current economic state many businesses are facing with supply and solvency challenges; we have bought supplies well in advance to help support them and to ensure consistency in our services.

We are here to help and if you have questions or concerns please do not hesitate to contact us. My thoughts go out to you and your loved ones, and hope that all Australians and citizens of the world will work together to do what is necessary to get this pandemic under control. I will update you again next Tuesday.

*\*If you have some patients on products from other suppliers and are planning to transition them as a result of European supply challenges, please let us know in advance so we can help manage this process.*

Best regards from all of us at Gamma Allergy,

**Dan Tyshynski**

**Director**

Gamma Allergy