

Business Continuity for COVID-19

Does Caltag Medsystems Ltd (Caltag) have a Business Continuity Plan to cover the potential disruption caused by the COVID 19 virus?

Yes, Caltag has an existing Business Continuity Plan to cover this type of event. Measures being activated are commensurate with the current levels of risk. Caltag has implemented a "Pandemic Management Team" to provide leadership and direction for our response. This team is meeting daily and will continue to develop plans for our response to COVID 19 by reviewing public health notices and leveraging additional expert sources such as the World Health Organization.

Current measures that have been implemented by the Caltag Team include but are not limited to:

- Prohibition on all international travel
- Cancellation of current trade shows and non-essential meetings
- Restrictions and control of visitors to our facilities, including Health Declarations for external visitors
- Information blast to employees on good hygiene and infection control practices
- Increase cleaning and sanitisation routines
- Increase availability of sanitisation equipment for personal use, using the recommend alcohol-based sanitisers
- Increased first aid measures, including thermometers and personal protective equipment for persons dealing with or showing signs of illness

Do you anticipate any impact on your ability to provide services on time to your clients due to an extended shut down?

We do not expect to shut down and have business continuity plans in place to account for any business interruption that could occur. The additional business continuity measures beyond those listed above include working remotely from home offices and the facility to arrange customer deliveries direct from our suppliers overseas.

Do you anticipate the current outbreak will impact your ability to supply customer orders?

Currently the impact to our supply chain services is minimal. Caltag can, and expects to continue to, meet the orders that our customers present to us. We do predict that courier airline services may be constrained due to fewer flights. Therefore, Caltag is closely monitoring the situation by being in daily contact with our couriers. We have also ameliorated the risk to airline couriers by having agreements with a wide range of couriers.



Do you anticipate any disruptions from your supplier partners?

Caltag has done an assessment of our suppliers and is confident that through our business continuity processes, over-capacity built into our UK current stock levels, and the leveraging of suppliers not within affected areas, we are well prepared to meet our clients demands.

Do you have alternate approved sources / partners other than those already operating in China, South Korea, Japan and Italy that you could work with?

The majority of Caltag's suppliers are located outside the countries listed above. There is enough overlap in the supply chain to enable alternative suppliers to be recommended should there be a short-term interruption.

Do you have enough resources to address customer needs?

Caltag has continued to support our customer's needs as the COVID-19 situation has evolved and we will continue to offer additional support, resources, advice, and alternative solutions to our clients to supply your future requirements in a professional and timely manner.

Ultimately, Caltag understands that the services we provide are critical to our customers and we have designed our business continuity plan to ensure continuity of supply.

