

Diabetes – COVID-19 Statement, 24th March 2020

As the situation with regard to Coronavirus (COVID-19) develops and the management of it in the UK, we wanted to provide some important information for you.

Our priority continues to be the well-being of our customers and our employees; we are committed to ensuring that our operations continue in the safest way for all involved. We would like to reassure customers that we are taking all necessary steps to follow the guidance given by the government and the World Health Organisation at this time. Our thoughts go out to all of you who have been affected by this unprecedented event.

With regard to consumables, the UK stock is held in the West Midlands and we have enough to supply everyone. We review this regularly and would like to reassure all customers that we are working very closely with Tandem Diabetes Care, the manufacturer based in the United States, to ensure that the supply chain is robust and to understand the situation as it progresses.

Our Customer Service centre and warehouse remain open with deliveries currently running as normal. Our warehouse works to strict health and safety guidelines and we are continually working with our delivery partners to make sure that we are operating in the safest way possible. We now have a high degree of employees working remotely so some processes may take a little longer than usual, please bear with us.

Our Diabetes Account Managers are still fully available to clinics, on email and phone for supporting the NHS staff and patients where needed.

The t:simulator app is a great resource to help patients navigate and make changes to the pump remotely and this can be downloaded for free from Google Play and the App Store.

As always our Customer Service Team in South Shields are available 24-hours, 7 days per week on 0800 012 1560.

Regards,

Air Liquide Healthcare

Customer Service: 0800 012 1560