

06 January 2022

### **Ongoing COVID-19 Situation**

I'm writing to you to update you as to how the ongoing COVID-19 situation is affecting Amercare Limited.

#### Engineer's Visits

As we are all well aware the latest variant is sweeping the country, and this is causing issues with staffing levels.

Given that we, Amercare, are a small company and any unplanned absences can cause a number of issues in our ability to function as normal any increase in staff absences does have a profound affect on the running of the company.

This is most acutely felt within the service department as planned service / re-validation and also breakdown repair visits may need to be cancelled at short notice. I can only ask that during this time you bear with us if a visit you have planned has to be cancelled.

We will try our utmost to keep cancellations to a minimum and will prioritise Breakdown Repair visits over planned service ones to ensure that our equipment is kept running and able to use.

#### Supply of Parts

Equally over the past couple of months we are having increasing issues around the supply of parts we require from our supply chain.

These issues are affecting all industries and whilst have not been great at times over the past 18 months do currently seem to be at their worst now than at any time throughout the pandemic.

Please be aware that we are doing everything that we can to ensure that we have all parts that we require in stock, and we are placing large orders on all suppliers of critical components to ensure that we are in the best possible place to supply any item you order, or one that fails on your equipment in a timely manner. There is, however, no doubt over the coming months that we are highly likely to experience certain parts being on back order from our suppliers causing issues both in the build of new equipment, and on existing equipment.

We will be prioritising existing equipment (that is currently installed and in use) over new build units. This may therefore cause delays in deliveries of new isolators.

We will of course keep you updated with any further developments.



**Michael Bourne**  
**Service Director**