

January 24 2022**An update on supply from Air Liquide Healthcare:**

Health and safety have always been Air Liquide's top priorities.

This is why we are closely monitoring the evolution of this unprecedented crisis. From the outset, we have implemented measures to protect the health of our employees, patients, customers and partners. Strict protocols and work organization adjustments have been put in place and will be adapted according to the evolution of the situation.

With the increase in demand for oxygen, we would like to assure you that medical gases remain available. Our operations teams work closely together to support the needs of each state. Whilst we may face situations where we are unable to supply a specific cylinder type or size, there will always be an alternative solution provided to ensure continuity of supply.

Globally there have been material shortages which have impacted the manufacturing and therefore supply of oxygen concentrators. Additionally, international sea and air freight is under significant pressures and back logs exist. Whilst we continue to feel the impact of this, we are always ready to support your needs, and are prioritizing patient requirements.

We request all facilities to only order what is required and do not order excess stock.

Medical equipment & consumables continue to be readily available.

If there is a supply issue, you will be informed and an alternative solution will be available.

Please continue to order as usual, via OxySmart, Email, Phone or Fax, however please keep in mind that demand is high across all of the healthcare system so please only order what is required.

Our staff are always ready to support you, whether it be your account manager or our customer service team, so please reach out anytime. We operate at full capacity Monday through Friday, with our standard operating procedure over the weekend. Please note that regional deliveries are scheduled Monday - Friday only.

We encourage you to check your holdings more regularly, perhaps every second day, to avoid the need for urgent same day deliveries.

Equipment servicing continues, with priority assessed accordingly. Please contact us to schedule any maintenance, servicing or audits requirements on 1300 36 02 02.

We recognize and appreciate how important our ability to produce and deliver essential products, particularly oxygen and other medical gases, is to our customers. We assure you that we are able to continue to support you during these challenging times.