



## Supply Update January 2022

Dear valued CCI members,

2022 has started with the unfortunate sentiment of the last 2 years! Whilst we are faced with daily changes around Government Covid guidelines learning to live with this virus has had us at a heightened state of awareness towards the care of those most vulnerable in our society.

Delivering the Best Customer Experience remains core to the COS values and supporting CCI members with surety of supply, particularly on critical products, is at the forefront of our daily activity.

COS remain well positioned to support each of you during this latest surge in requirements, however, there are a couple of points to be made to support you in sourcing the business critical products you require for your organisation:

1. COS are now a leading distributor for Rapid Antigen Tests which you will find visible on our website. Please keep in mind that this is not a 'next day delivery product' and we are working towards order fulfilment within 3 weeks of order placement. **Key tips:**
  - a. Please your order in our system to move into the stock allocation queue
  - b. Should you require more than 48 cartons of R.A.T's please contact your COS representative (details below).
2. COS continue to offer a large range of PPE including masks, gloves, cleaning chemicals & equipment, gowns & sanitizer. **Key tips:**
  - a. Search wide on our website i.e. do not search by old product code but use keywords in the search bar.
  - b. Should you have a bulk requirement, please reach out to your COS representative.
  - c. For products such as KN95 masks, please place your order in our system so we can include you in stock allocation as product becomes available.
3. Logistics remain challenged in some parts of the country particularly where we need to engage a third party delivery service (typically regional and rural locations). **Key tips:**
  - a. Allow for an additional day or two for delivery turn around when placing your orders.

Our warehouse and logistic staff all meet the current Government Covid requirements and will continue to offer safe delivery practices.

Our team are available to connect with you and assist wherever needed. Our internal account manager Lucas James will be proactively reaching out to all members over the next couple of weeks, he can be reached at [lucasj@cos.net.au](mailto:lucasj@cos.net.au).



Alisha Cieslak and Matt Gregurke remain your South Australia contact whilst Nicole Evans will support the Victorian CCI members. Our local Customer Service team can also be reached on **1300882244**.

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Wishing you all the best over the coming weeks

Charlotte Caughlan  
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A blue banner with white text and graphics. On the left, it says 'Inspiring productivity for every room in your office' above the COS logo and the website 'www.cos.net.au'. In the center is a circular seal with a map of Australia and the text 'COMPLETELY AUSTRALIAN OWNED &amp; OPERATED'. On the right is a collage of four photos showing office workers in various settings: a woman on a phone, a woman at a desk, a woman on a laptop, and a woman at a desk with a laptop.