



18th March 2020

Dear Valued Customer,

At Alcon, we remain vigilant in monitoring the evolving COVID-19 situation in the UK and Ireland. Our actions are guided with the top priority of protecting the health and safety of Alcon associates and of our customers while also ensuring continuity for you and your patients who rely on our products. We continue to comply with the latest NHS, GOC, UK and Irish Government and the World Health Organization (WHO) guidance related to this highly dynamic public health issue, and wanted to provide you some insight on how we are currently operating:

Customer Care & Support

We fully respect that some practices are restricting non-patient visits. Our Sales teams are currently delivering remote account management in lieu of in-person calls. We remain committed to servicing account needs in a flexible way with minimised disruption. In addition to your Sales representative, our Alcon Customer Service representatives remain available while working remotely. Please do not hesitate to contact us when and where we can be of assistance. Our contact numbers have not changed and neither have our core hours, however we recommend you contact us via email (uk.easy@alcon.com) for most efficient response.

Manufacturing Sites & Product Safety

We have implemented all governmental safety and hygiene recommended measures to help protect our plant- and warehouse-based associates. For example, limiting the number of people in one area at a time, modifying workstation arrangements, where possible, and minimising the cross flow of people between manufacturing shifts to support social distancing and reduce potential exposure.

We continue to adhere to our high standards for product safety, including sterilisation and safe delivery to our customers.

Product Supply

We have protocols in place that are designed to ensure consistent and continuous products supply. Unless otherwise mandated by local governments, our manufacturing sites remain open and are producing the full line of products for Alcon.

Our Procurement teams are staying in close contact with our critical suppliers to maintain access to raw materials and other components. In general, we target 12 weeks of customer-ready products in our supply chain. For most of our products, we are at or close to this level.

As of today, only our manufacturing operations in Malaysia (which primarily produces AirOptix brands) have been impacted. The local authorities there have mandated that all businesses outside of essential services (such as supermarkets, banks, and gas stations) close until the end of March. We plan to resume normal operations as soon as this mandate is lifted. We do have other facilities that also manufacture the AirOptix family of products.



Professional Education & Training

We have been required to postpone all planned face-to-face trainings until further notice; however, we are ramping up our online training opportunities. For those of you with training already booked they will be in touch shortly to give you the details of this. For any of you interested in taking up this online opportunity more information can be found on our website www.myalcon.co.uk.

Contact Lens Wear

Some of you might be receiving questions from your patients about wearing contact lenses at this time and if it is safe to do so. Over the last few days the [British Contact Lens Association \(BCLA\)](#) have issued guidance for eye care practitioners and their patients. This has been further supported by a [joint press release](#) from Professor Lyndon Jones (Center for Ocular Research and Education (CORE), University of Waterloo), Professor Philip Morgan (Eurolens, Manchester University) and Professor Jason Nichols (University of Alabama at Birmingham School of Optometry).

Supporting your general practice other briefing documents are additionally being shared by [General Optical Council \(GOC\)](#), [College of Optometrists \(CoO\)](#), [Association of British Dispensing Opticians \(ABDO\)](#), [Association of Optometrists \(AOP\)](#) and [Association of Optometrists, Ireland \(AOI\)](#) on a regular basis and it is important to remain updated.

We all find ourselves in uncharted territory at the moment, but be reassured of our continued and relentless efforts to ensure that we are able to support you and your patients at this time. Like you, we will be monitoring developments and advice very carefully to make sure that you, our associates, families and the wider public are best looked after at this time. We will update you and our policies in line with these.

Please ensure you and your loved ones stay safe during this time.

Kind regards,

A handwritten signature in black ink that reads "Chantelle Cook". The signature is written in a cursive, flowing style.

Chantelle Cook
General Manager, Alcon UK and Ireland