

19th March 2020

AAH Announcement – important COVID-19 changes to your service

The COVID-19 crisis is placing unprecedented pressures on our operations at a time when pharmacy and patient demand for medicines is exceeding the seasonal peaks usually seen only at Christmas.

To ensure we can maintain business continuity during this time and are able to direct our focus to the supply of essential medicines, we are introducing a number of changes.

Although our workforce is impacted like others, by COVID-19, our priority is to guarantee the continuing safe and steady supply of medicines to patients.

We are therefore making the following immediate changes to our service:

- We are currently experiencing a disproportionate number of returned products that have been ordered in error. The processing of these returns is taking up valuable resources and driver capacity that we need to focus on the delivery of medicines.

Therefore, we will not be accepting returns of this category with immediate effect from 21st March 2020. We will keep this under review and update you if anything changes.

Other returns are not affected We will be reviewing this policy on an ongoing basis so please see <http://www.aah.co.uk/shop/en-GB/aahpoint/returns-policy>

- Our cut off times will also be changed from today, 19th March 2020. **For next day delivery please order by 6pm. For same day PM deliveries, the latest cut off time will be 12 noon.**
- To ensure critical products get to patients across the UK we will be temporarily reducing the number of lines we provide across our Over-The-Counter (OTC) range so we can focus our resources on health-critical products. This will impact beauty products and non-essential OTC products.
- Our AAH network will shift predominantly to a once a day delivery service, a change that will be phased in over the next two or three weeks. This is not in full effect as yet and you will be contacted if and when this may affect you.

We know that many of our customers are struggling with similar workforce and service pressure challenges and hope they will understand our position, which is in the best interests of ensuring the right medicines reach patients at the right time for the duration of this national emergency.

We thank you for your support and understanding in this testing time

Yours faithfully

Ashley Cowen

AAH Sales and Operations Director