



## ZOLL Medical UK Ltd

9 Seymour Court, Tudor Road  
Manor Park, Runcorn,  
Cheshire WA7 1SY

Tel: +44 (0) 808 168 9000 (Freephone)  
Tel: +44 (0) 1928 241700

### ZOLL EUROPE SUPPLYCHAIN AND CUSTOMER SERVICE BRIEFING FY21 Q2 July

We are writing to partners to provide a current update to our supply position for the second half of this year.

- The combined ZOLL 'green and orange' product range of devices and products are now serviced by our 3 operations regional offices in the UK, Southern Europe (FR/IT/ES/PT), and Central Europe (DE/AT/BE/LX/NL)
- All customer orders, and enquiries are now administered by these single ZOLL Customer Service teams in the regions, and follow our standardised pathway for order acknowledgements, shipping advice, and invoicing.
- Inventory planning, freight planning and order fulfilment falls under the centralised European Operations team.
- We have re-set our Inventory planning parameters across the combined product range and adjusted our own re-stocking orders and schedules accordingly.

We are now providing consolidated deliveries and combined order and inventory report to our partners and simplifying administration and account management for our customers

#### July 2021 Supply Update.

- We continue to see growing demand in 2021 across all regions, as markets and offices resume higher levels of activity, and re-stocking.
- We are managing the continued global material and component supply constraints effecting suppliers and manufacturers generally and will advise revised delivery dates and quantities through your customer service teams where any effect lead times and shipping dates.
- Items currently experiencing longer factory lead-times (6-8 weeks) include G5 Adult electrodes, G5 Paediatric Electrodes, AED Plus, AED Pro, AED3, G5 and G3 AEDs. When planning bulk re-stocking volumes, please adjust orders and dates accordingly, and liaise with our customer service teams for guidance.

For current orders please refer to your customer service support contacts for an update on current regional stock supply and projected lead-times and shipping dates.

We look forward to working with you through 2021, and wish you and your teams' success

**Kevin Pritchard**

Operations Director, Europe

+44 (0)1928 241700 main office phone

+44 (0)7936 944764 mobil

