

March 12th, 2020

Dear Customer,

As a result of increased concern regarding Coronavirus (COVID-19), Brightwake would like to reassure our customers of the measures that we have in place to ensure that our products are always safe and sterile.

Brightwake manufactures all products in controlled environments and cleanrooms that are certified to International Standard ISO 14644, Cleanrooms and associated controlled environments.

We have strict policies regarding the health of personnel working in our facility, this standard policy has been heightened due to the unprecedented threat of Coronavirus (COVID-19).

Products are packaged in our cleanrooms under strictly controlled environmental conditions, they are packaged into cartons and shipping containers and shipped for terminal sterilisation. All products are terminally sterilised using either Ethylene oxide gas or Gamma irradiation. The products are then shipped to customers without any further processing, the products are not opened or touched after sterilisation, before shipping.

The World Health Organisation (WHO) has published a guidance document for Operational Support & Logistics Disease Commodity Packages ([www.who.int > docs > default-source > coronaviruse > dcp--ncov](http://www.who.int/docs/default-source/coronaviruse/dcp--ncov)) this document details the equipment recommended to be used in cases of COVID-19, they specifically state that endotracheal tubes to be utilised on patients must be sterilised via Ethylene oxide or Gamma irradiation, the same methods that Brightwake uses on all products. This gives added consumer confidence that Ethylene oxide sterilisation and Gamma irradiation are effective sterilisation processes.

Brightwake has risk assessed the entire supply chain relating to our raw materials and have assessed the risk as negligible.

The safety of our products is our number one priority and we are committed to ensuring the safety and health of our staff and customers at all times.

Please do not hesitate to contact Brightwake if you have any concerns at all.

Yours Faithfully,



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