



O&M HALYARD'S NEW 3PL LOGISTICS PARTNERSHIP

TRANSITION UPDATE

Dear Valued Customer,

The transition to our new 3PL partner EBOS Healthcare is well underway and only 7 days until we change over. We wanted to give you a general update and also remind you of some important dates and changes that are just around the corner.

NEW WAREHOUSE LOCATIONS

We are moving mountains (of stock) right now to get everything in place for our new and improved supply chain that commences operations next week. Trucks are delivering pallets loaded with products to our new warehouse locations:

NSW – Wetherill Park

QLD – Larapinta

WA – Welshpool

Our QLD facility heralds a new era of efficient deliveries for all our customers in QLD, Northern NSW and NT.

DELIVERY BLACKOUT NEXT WEEK

We are updating our systems so there will be no deliveries on Monday, 6th December or Tuesday, 7th December.

Note that we will still be able to receive and enter your orders over these two days.

FIRST DELIVERY FROM EBOS/TOLL

The first Toll trucks to dispatch from our new warehouses in NSW, QLD and WA will head out to start making deliveries on Wednesday, 8th December.

WHAT TO DO IF YOU HAVE ANY QUESTIONS

We acknowledge there may be some challenges during the transition and we appreciate your support and understanding. We're doing everything we can to make the transition to EBOS Healthcare as smooth as possible for you and your business. We value your feedback and welcome you to contact our dedicated Customer Experience team [via this link](#) to share any insights or issues you may have working with us.

SUSTAINABLE WORK PRACTICES

We are committed to embedding sustainable work practices throughout our organisation to reduce our impact on the environment. Our new 3PL partnership will improve transportation efficiencies to reduce our carbon footprint. In an effort to create a paperless office environment, we want to make sure we have the correct email address for you to receive documents and communications from us. Please [click here](#) to provide your business contact details.

ALL THE INFORMATION YOU NEED

If you'd like to review our previous updates about the transition to EBOS Healthcare, you can find them on our website halyardhealth.com.au.

We appreciate your support as we improve our supply chain to deliver on your expectations well into the future.

Kind regards,

Nick Pintaric
General Manager ANZ

