

Integrated Diagnostics Holdings Plc Covid-19 Guidelines

24 March 2020

(London) – As the novel coronavirus that causes the covid-19 illness continues to spread across the globe, Integrated Diagnostics Holdings (IDH) is closely monitoring the situation in our markets. We have begun implementing measures we believe are necessary to guarantee the safety of our people, of our patients, and of the communities in which we operate. IDH’s response to the spread of covid-19 is focused on two fronts: Staff and patient safety and crisis management and business continuity.

Key highlights of the measures we are taking include:

Staff and Patient Safety

Measures Across IDH Facilities and Headquarters

- **Gate processing for employees and visitors with fever-screening devices**, barring entry for anyone recording a temperature above 37.2°C.
- All members of our team receive to **regular messages** reminding them that they may not report to work if they have symptoms of a covid-19 infection.
- **Placement of hand sanitisers (with 70% alcohol content)** and pure alcohol on each floor across our HQ offices.
- **Hourly cleaning** of doorknobs with water and MOHP-recommended disinfectants.
- **Closure of the office cafeteria** to minimize the risk of the exposure and encourage social distancing.
- **Replacement of normal chinaware cups with paper cups.**
- **Strict limitations on visitors covering** deliveries, non-essential visitors and suppliers.
- **Downsizing of headquarters workforce** by enforcing annual leave and introducing a rotation policy to ensure no more than 50 percent of staff is present in the office at any one point.
- **On-leave vacations and work-from-home arrangements for** pregnant women, mothers with young children at home, and employees suffering from chronic diseases or with immunodeficiencies.
- **A complete halt in training activities** until further notice.
- **Additional travel restrictions and precautions** for both international and domestic trips.

Mega Lab, B-Labs, and all IDH branches

- IDH’s Mega Lab, B-labs, and operational branches are subject to the same health and safety guidelines outlined above for the Company’s HQ in addition to:
 - All of our staff use **appropriate protective equipment** when interacting with patients, including those suspected of having covid-19 or any other infectious disease. We maintain a robust stock of protective equipment to ward against supply-chain risk.

- All of our frontline staff are trained on **procedures for interacting with patients suspected of carrying covid-19** or any other communicable disease.
- Managers **regularly review these procedures** with their teams and a refresher has been disseminated to all employees. These procedures include steps that are taken to (a) protect our staff and (b) protect other patients presenting at our clinics for testing.
- Our team have a **protocol for referring patients they suspect may carry covid-19** to the nearest state lab for testing.
- **Strict adherence to IDH's quality management and employee safety** guidelines to guarantee the integrity of the Company's operations and the safety of all staff.
- **Daily sanitisation of workplace** to provide a clean and safe workplace for all IDH staff.

Crisis Management and Business Continuity

- **Contingency and business continuity plans** are in place, covering all of IDH's operations including its Mega Lab and the Company's supply chain management. These involve a careful assessment and mitigation of all risks to our people and our business.
- **Daily crisis management updates** for IDH's management team with weekly update meetings through video conferencing.
- As of date our **average testing kit stock covers three months of operation** (with the exception of short shelf life kits which constitute c.10% of total number of kits). We are therefore covered through to July 2020 and we have placed a new order for a further three-month supply, which is expected to be delivered in April 2020 and would extend coverage to September 2020.
- Out of an abundance of caution, the Company's supply chain professionals are **qualifying additional potential suppliers**. This qualification process includes testing by medical professionals at IDH's Mega Lab and by the Company's quality assurance team.
- Should governments across IDH's countries of operations authorize private labs to engage in covid-19 testing, **the Company's Mega Lab and staff are fully trained and prepared to offer the test**. Currently, IDH's Jordanian business is carrying out reverse-transcription polymerase chain reaction (RT-PCR) tests for the novel coronavirus (SARS-CoV- 2) that causes covid-19.
- **The Company has communicated its business continuity protocols** to all employees with all staff well-prepared to navigate these challenging times.
- **Strengthening of virtual communication tools** for both internal and external interactions.
- **All meetings to be held virtually through video or audio conferencing**. Exceptions apply solely to meetings of high importance from a strategic or decision-making point of view.
- We have **identified head-office functions that can be performed from home and necessary infrastructure** is available to provide a seamless shift to a work-from-home arrangement for all HQ staff.

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Sherif El-Ghamrawi,
Investor Relations Director

+20 (0)10 0447 8699
sherif.elghamrawi@idhcorp.com

About Integrated Diagnostics Holdings

IDH is a leading consumer healthcare company in the Middle East and Africa with operations in Egypt, Jordan, Sudan and Nigeria. The Group's core brands include Al Borg and Al Mokhtabar in Egypt, as well as Biolab (Jordan), Ultralab and Al Mokhtabar Sudan (both in Sudan) and Echo-Scan (Nigeria). A long track record for quality and safety has earned the Company a trusted reputation, as well as internationally recognised accreditations for its portfolio of over 1,400 diagnostics tests. From its base of 424 branches as of 30 June 2019, IDH will continue to add laboratories through a Hub, Spoke and Spike business model that provides a scalable platform for efficient expansion. Beyond organic growth, the Group's expansion plans include acquisitions in new Middle Eastern and African markets where its model is well-suited to capitalise on similar healthcare and consumer trends and capture a significant share of fragmented markets. IDH has been a Jersey-registered entity with a Standard Listing on the Main Market of the London Stock Exchange (ticker: IDHC) since May 2015.

IDH's forward-looking strategy rests on leveraging its established business model to achieve four key strategic goals, namely: (1) continue to expand customer reach; (2) increase the number of tests per patient; (3) expand into new geographic markets through selective, value-accretive acquisitions; and (4) introduce new medical services by leveraging the Group's network and reputable brand position. Learn more at idhcorp.com.