

Urgent Field Safety Notice

Ref : EG/UFSN/001

Date : September 2024

Subject: Replacement of Some Affected Latex Powdered Surgical Gloves.

Dear Customer,

We are writing to inform you about an issue with some of the products in a specific batch (EG2402301) of latex powdered surgical gloves that may have been supplied to your facility. This batch has been identified as potentially containing defects such as glove tearing, pinholes, and incorrect packaging.

Details of the Issue:

- A small percentage of gloves in this batch may exhibit minor defects like tearing during use, pinholes, or improper packaging. While these defects are rare, we are taking precautionary measures to ensure that affected products are replaced.

Actions to be Taken by the Customer:

1. Please discontinue the use of the affected gloves immediately.
2. Our team will coordinate with your facility to arrange for the collection of the affected gloves and provide replacements.
3. If you have any remaining stock of the affected gloves, please contact us directly, to facilitate the replacement process.

We apologise for any inconvenience this may have caused. Your safety and the quality of our products is our top priority. If you have any questions or concerns, please contact our customer care department:

- **Contact Person:** EMIR RESHAD
- **Phone:** +6019 275 7676
- **Email:** customercare@emeraldglove.com

Thank you for your understanding and cooperation.

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Sincerely,

The Management

Customer Service,

Emerald Glove Manufacturing Sdn. Bhd.

EMERALD GLOVE MANUFACTURING SDN. BHD. (1397260-K)

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