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**STATEMENT BY MANAGING DIRECTOR ON THE INAPPROPRIATE USE OF E-PLUS AMBULANCES, NAIROBI ON 18<sup>TH</sup> APRIL 2020**

**About E-Plus**

Emergency Plus Medical Services (E-Plus) is a private commercial company whose core business is the provision of professional advanced pre-hospital medical care and ambulance services in Kenya.

As you are aware, E-Plus medical services is the largest private emergency medical services and pre-hospital care provider in the East and Central Africa. We have over 128 fleet of superior, fully equipped state of the art ambulances manned by highly qualified paramedics experienced in pre-hospital care. As such, we take utmost care in the services we offer.

E-Plus has been in the forefront supporting the efforts of the government to contain and mitigate the spread of coronavirus in Kenya. As a responsible organization that is entrusted with the responsibility of essential service provision, we value the confidence and trust bestowed to us by the public and are zero tolerant to malpractice of any kind.

As you are aware, an E-Plus ambulance was used inappropriately by a few misguided individuals against our standards and operating protocols.

The incident came to our attention on Saturday, 18<sup>th</sup> April morning hours. Immediately we launched our internal investigations and confirmed the incident happened on Friday, 17<sup>th</sup> April at around 7:30 pm.

A staff member had requested for a dispatch of an ambulance to check on a son who was said to be stranded without further details, the dispatcher released the crew and on arrival, found that the staff's car had broken down and was with friends.

Our crew picked the young people and transported in disregard to E-Plus standards and protocols of our operation.

With preliminary reports, we initiated disciplinary actions against the staff involved and by midday yesterday, we had suspended from duty the implicated staff. Further, we encouraged the government to take necessary measures against the rest the people involved.

E-Plus has been a great partner of government on matters emergency medical services and we do not condone such inappropriate actions.



We have taken disciplinary steps against our staff who have been implicated in the incident. We are cooperating with the law enforcement authorities who have already initiated the contact tracing for quarantine purposes.

This is an isolated incident and we reiterate our commitment to supporting mitigation measures against spread of coronavirus.

We reaffirm our commitment to continuous efficient and quality pre-hospital care services in the most professional manner.

**Susan Ng'ong'a**  
**Managing Director,**  
**E-Plus**  
**19<sup>th</sup> April 2020**