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## **STATEMENT ON THE INAPPROPRIATE USE OF E-PLUS AMBULANCES**

Our attention has been drawn to a video circulating on social media platforms indicating that one of our ambulances was used inappropriately. We wish to confirm that preliminary investigations show that in the evening of 17th April 2020, an ambulance was deployed for purposes other than provision of pre-hospital services. The individuals carried in the ambulance were not in need of any pre-hospital services. This was in violation of our standards & protocols for service and the laws of Kenya.

We have taken disciplinary steps against our staff who have been implicated in the incident. We further encourage the law enforcement authorities to apply the full extent of the law and hold those culpable accountable. We will collaborate with the authorities to deliver on this as a matter of urgency.

A further review of our procedures will be undertaken to address any potential for misuse of ambulance services which is critical to supporting our healthcare system especially during such a critical period. In the meantime, we wish to assure everyone that we will continue to work to deliver the best standards of service in the most professional manner.

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