

March 18, 2020

### **Update on PDI's response to the COVID-19 Outbreak**

Over the past 10 days, our entire team has been focused on the implementation of measures to prevent the spread of COVID-19.

First and foremost, we want to convey our utmost commitment to the safety of our staff and their families, our valued clients, our suppliers and the wider community.

The situation, as we all know, is very fluid and changing daily. We are responding accordingly and will continue to adjust our practices to align with the requirements and recommendations of our regional and national public health authorities.

We will be providing updates through our website and social media channels as our response to COVID-19 evolves.

As of today, we have taken the following measures:

#### **Cleaning and Sanitization Measures**

We implemented a series of strict cleaning and sanitizing measures throughout our facilities which involve all staff as well as our contracted cleaners.

#### **Restricting Access to our Facilities**

We are restricting outside access to our facilities to essential visits only. Onsite customer and supplier visits, including press checks, tours and meetings are no longer permitted until further notice. We have initiated an Internal Press Approval team who will coordinate directly with customers, as well as members of our Sales and Customer Support teams to ensure all quality expectations are met.

Effective, Wednesday, March 18th and until further notice, our reception areas at both manufacturing facilities will remain locked at all times. All pick-up and deliveries will be restricted to our Shipping and Receiving areas only.

### Protecting our Staff within our Workplace

We are implementing work-from-home measures for staff wherever possible. Our Sales team is working from home, as are other members of our office staff wherever possible. Within our workplace, we are adopting social distancing measures, restricting meetings and ensuring our staff can conduct their duties at a recommended distance from others.

### Current Operations and Business Continuity Planning

At this time, PDI is operating with no anticipated interruptions within our supply chain. Given the extreme measures taken throughout the world, including Canada and the US, we understand and accept the possibility of a direct impact to our operations. As part of our business continuity planning, PDI has established partner facilities within Canada to enable continuity of production and we are preparing for this possible scenario should the need arise.

We are closely monitoring the situation and in ongoing dialogue with our partner facilities to adjust our business continuity plans as regional and national measures are announced. Should you require detailed information concerning PDI's business continuity plans, please consult with your Account Representative or with your primary PDI contact.

We are committed to keeping all stakeholders informed and updated on our response to the COVID-19 outbreak and in doing our part in the global fight against this virus.

As we collectively work through these challenges, we thank you for your ongoing business and support.

Please do not hesitate to reach out with questions or feedback.

Management