

March 16, 2020

### **COVID-19 Pandemic Response Plan at SIPCO**

SIPCO Innovations Inc. is taking every step possible to ensure customers and staff are safe and healthy every day. We have been actively monitoring all government sites daily on COVID-19, and are continuously making proactive changes to our business to uphold our health and safety standards. We want to share with you a few essential items that we are doing to ensure service and product safety and quality.

#### **Leadership Team's Response Plan:**

SIPCO's management team meets regularly to develop business continuity, communication, and operational plans. These plans are based on facts provided by government sites, including [Center for Disease Control](#), [Health Link BC](#), [Government of Canada](#), and [World Health Organization](#), as well as Provincial and additional Federal Resources to evaluate the situation at hand. Our management team continues to monitor and make the necessary changes as required to ensure safety and minimal disruption to the business. We will ensure that we communicate any changes to the business in a timely manner as not to affect your business.

#### **Sanitation Practices in SIPCO Production:**

Products manufactured by SIPCO follow strict safety standards, including employee hygiene, sanitation, and package contamination. SIPCO has implemented measures against the pandemic, such as enhanced sanitation schedules for commonly used areas, safety training to educate staff on COVID-19 and preventative measures against it, setting policies for travel and self-monitoring.

#### **Supply Chain Management:**

SIPCO wants to assure all customers that we are taking every possible measure to ensure our supply chain is not affected. We are working with vendors to verify that raw materials and packaging supplies can be secured at this time. SIPCO sources supplies from various vendors with multiple operational facilities, so the risk of material shortage is low at this time. Our Operations Department is looking into alternative suppliers if our regular vendors cannot meet the demands that we require during this event. Our supply chain can change as more information is released on the pandemic, so please contact your SIPCO representative if you have questions about product inventory.

#### **Visitor Guidelines When Visiting SIPCO Premises:**

We ask visitors (i.e. customers, contractors, couriers, etc.) to not enter any SIPCO premises if they have influenza-like illnesses or symptoms, have recently traveled to another country or were in direct contact with someone who meets these statements. Please contact your SIPCO representative to re-schedule your visit or make alternate arrangements.

Regards,



Sheila Oakes  
President/CEO