

March 14, 2020

Statement on the Coronavirus (COVID-19) Outbreak

Andlauer Healthcare Group is closely monitoring the current novel coronavirus (COVID-19) outbreak, which the World Health Organization declared a pandemic on March 11, 2020. We have been proactively implementing measures across our operations to prioritize the health and safety of our personnel, clients, and suppliers, as part of our business continuity plan. At this time, we have taken a number of steps to address the situation, including the following:

- Communication to our employees on how to reduce and manage the risk of acquiring COVID-19, including Public Health Agency of Canada guidelines for personal hygiene and social distancing;
- Communication to our employees on how to identify COVID-19 symptoms versus the regular flu, common cold and allergies;
- Nationwide distribution of pandemic kits including N-95 masks, gloves and hand sanitizer for our driver/owner operators;
- Full-time, on-site cleaning crews have been added at all of our facilities, equipped with hospital-grade cleaning solutions;
- Limited entry into our facilities by appointment only;
- Multi-site labour sharing has been suspended, and all warehouse associates have been designated to one site only;
- Limiting delivery locations within hospitals and assisted living facilities to general receiving only;
- Elimination of the exchange of scanning devices between our drivers and consignees through the implementation of a “No Signature Required” policy for all deliveries, with the exception of our mandated “Chain of Signature” service; and,
- Utilization of virtual meetings for employees, work-from-home arrangements where roles allow, and the elimination of non-essential business travel.

Our pandemic management response team will continue to meet daily to review procedures, service levels, news, and Health Canada updates to address any challenges as they arise. At this time, we do not believe there is any immediate risk of significant disruption to our services. In the event of a future significant disruption to our service, we will work closely with our clients, suppliers and regulatory authorities to prioritize the supply and delivery of essential medications and supplies. We continue to closely monitor this situation and we will provide appropriate updates in a timely manner.

Sincerely,

Michael Andlauer
Chief Executive Officer