

March 19th, 2020

Dear Simport Customers,

Simport is committed to maintaining a safe and healthy environment for our customers and our employees. As the impact of COVID-19 grows in North America, we wanted to update you with the steps we are taking help protect against the spread of the virus while at the same time supporting our customers, reinforcing our capacity and taking care of our employees.

### **Supporting Our Customers**

Presently our facilities in Canada have not been impacted by the virus. A responsible blend of on-site employees and remote workers to support critical operations allow us to support our customers, receive orders and ship product while maintaining the lowest risk possible.

### **Ensuring Our Capacity to Serve**

Simport's supply chain remains strong, both domestically and internationally. Our global manufacturing sites are strongly vertically integrated and we see no short-term impact to production and supply. We are closely monitoring logistics to ensure product availability.

### **Taking Care of Our Employees**

We have continuously updated our employees and made important policy changes to keep them safe. Specifically, we have:

- reinforced guidance regarding hygiene and encouraged employees to leverage technology whenever possible.
- moved some employees to remote working arrangements to slow the spread of the virus and reduce the risk to our employees while maintaining our attention and responsiveness to your needs.

We appreciate the trust that you place in Simport. We will continue to use guidance from health authorities to direct our business practice. As necessary, we will send regular updates as we strive to provide you with the high level of support and service you have come to expect from Simport.

Sincerely,



Andre Lafond  
President & CEO  
Simport