



Industrial



Automation



Medical



June 22nd, 2020

Dear Customers and Patients,

As we navigate through the COVID-19 pandemic **we continue to focus on the well-being of our people, customers, and communities.** This includes working to ensure we continue to provide you with the level of service you need and expect of us while taking all measures available to protect you and our staff.

You will notice the following measures at each of our locations:

- **You will be required to complete a self-screening questionnaire prior to entering our buildings.** Please see our updated version, attached below.
- You will be required to **utilize our hand-sanitizing stations, upon entry to our buildings.** Further, there will also be special instructions (such floor decals and flow signage) to ensure your safety and to meet physical distancing requirements.
- Our customer-facing staff members have been equipped with **face masks and face shields.** We have also added **plexiglass shields to our front desk, payment stations, and patient care rooms.**
- Where possible, we are making **washrooms available for your use,** with the requirement that they will be sanitized by our staff following every use.

In addition to the above, we have maintained the following measures for our collective safety:

- Enhanced cleaning and sanitation processes at all Innovair Group locations, both in frequency and touchpoints.
- Ongoing internal procedures, such as work-from-home programs, in-person meeting restrictions, and travel restriction policies.
- Our staff consistently practice the preventative measures required by the Public Health Agency of Canada.

**Note that each Innovair Group location may modify or adopt additional measures, as determined by our Health and Safety Committee and ongoing continuous improvement activities.*

We will continue to keep you up to date with any related changes at our Innovair Group locations that may affect you. We will share more information on our social media channels (LinkedIn, Facebook) and our website, as it becomes available. You can also reach us with any questions at our business continuity team address of BCT@innovairgroup.com.

Sincerely,

Grant Cockshott
President and CEO
Innovair Group



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June 22nd, 2020

Dear Customers and Patients,

As Manitoba moves into its third stage of re-opening, Innovair Group is working hard to maintain the health of our staff, customers, patients, families, and communities. To ensure your safety, we have updated our screening process. **Customers and patients will be required to self-screen before they enter our building.**

We ask that patients and customers do not enter if they have:

- Been in contact with someone that is confirmed to have COVID-19.
- Been notified that you were in a high risk setting for COVID-19 in the past 14 days (e.g. on a plane or at an event).
- Travelled outside of Manitoba in the last 14 days, with the exception of the following locations: British Columbia, Alberta, Saskatchewan, Yukon, Northwest, Nunavut, and Northwestern Ontario (defined as west of Terrace Bay).

We ask that patients and customers do not enter if they have any of the following symptoms:

- | | | |
|----------------------------|---|------------------------------|
| • Fever/chills | • Shortness of breath | • Muscle aches |
| • Cough | • Vomiting or diarrhea for more than 24 hours | • Fatigue |
| • Loss of taste or smell | • Runny nose | • Conjunctivitis |
| • Sore throat/hoarse voice | • Skin rash of unknown origin | • Headache |
| | | • Nausea or loss of appetite |

If any of the above applies to a customer or patient, we ask that they return to their vehicle and call a number below to learn about how we can support them with alternative care methods.

Medigas Manitoba (all locations): 204-894-4197

Innovair Industrial Thompson: 204-778-8838

Innovair Industrial Winnipeg: 204-772-9476 (ext. 1)

Innovair Automation: automation@innovairgroup.com

Innovair Industrial Brandon: 204-728-5888

Thank you for your support. **As things progress, we will adjust our method of serving customers and patients to align with practices recommended by the authorities and continue to keep you updated.** Together, we will persevere through these challenging times.

Kindest regards,

Business Continuity Team

BCT@innovairgroup.com



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Medigas



March 16th, 2020

Dear valued partners,

We are in challenging and uncertain times with the outbreak of COVID-19. **Over the past few weeks, we have been focused on the well-being of our people, our families, our clients, and our communities.** This includes working to ensure we continue to provide you with the level of service you need and expect of us.

We are closely following the recommendations of Canadian and world health organizations and have instituted precautions to help keep our people healthy. **We have Business Continuity Management program to ensure we continue to provide the services, support, and products critical to you, our customers and patients.**

As COVID-19 continues to evolve, it reinforces the need for us to act together and 'flatten the curve' to help reduce the spread of the virus to not only keep our families, employees and communities healthy, but also our businesses and the economy.

As the health of our customers and team is a top priority, and we've taken precautionary steps to lessen the public health risk associated with COVID-19.

These steps include:

- Enhanced cleaning and sanitation processes at all Innovair Group locations, both in frequency and touchpoints
- Cancelled all non-essential business travel of staff, and we've required self-isolation of all staff who have travelled internationally (including the US) for 14 days
- Promoted everyday preventive behaviors with our teams across the province, including the practice of social distancing and recommended health practices as per the guidelines of the Public Health Agency of Canada
- Reduced the number of in-person meetings, and cancelled all training events
- Taken ongoing precautions against infection by cleaning all treatment rooms, counters and door-handles as well as providing remote video-conferencing for those individuals who are quarantined or sick at home
- We've implemented a work-from-home program for team members, where possible, while continuing to meet business service levels

We will continue to keep you up-to-date with any related changes at our Innovair Group locations that may affect you. **We will share more information on our social media channels (LinkedIn, Facebook) and our website, as it becomes available. You can also reach us with any questions at our business continuity team address of BCT@innovairgroup.com.** Further, we encourage you to learn more regarding the coronavirus at the Public Health Agency of Canada website.

We commit to moving forward with thoughtful consideration given towards our communities, members and staff during these challenging times.

Sincerely,

Grant Cockshott
President and CEO
Innovair Group



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Medigas



March 16th, 2020

To our Customers and Patients,

As COVID-19 continues to evolve, Innovair Group is working hard to maintain the health of our staff, customers, patients, families, and communities. **We are taking many steps in order to reduce the risk of exposure, such as implementing social distancing, increasing sanitation, and developing a self-screening process for customers and patients.** We are asking customers and patients to self-screen before they enter our building:

- 1) Have you or anyone you have been in contact with shown any of the following signs:
 - Fever (of any grade)
 - Cough (mild to severe)
 - Difficulty breathing

- 2) Have you or anyone you have been in contact with, traveled outside of Canada within the last 14 days?

- 3) Have you or anyone you have been in contact with been exposed to someone with the COVID-19 virus in the last 14 days?

If a customer or patient answers yes to any of the questions above, they are asked to refrain from entering the building and to call a number below to learn about how we can support them with alternative care methods.

- Call 204-894-4197 for Medigas Manitoba (all locations)
- Call 204-772-9476 (ext. 1) for Innovair Industrial Winnipeg
- Call 204-728-5888 for Innovair Industrial Brandon
- Call 204-778-8838 for Innovair Industrial Thompson
- Email automation@innovairgroup.com for Innovair Automation

You will also notice that we have adjusted the layout of our stores to promote social distancing, ensuring we all have the space we need to be safe.

Thank you for your support. As things progress, we will adjust our method of serving customers and patients to align with practices recommended by the authorities and continue to keep you updated. **Together, we will persevere through these challenging times.**

Kindest regards,

Business Continuity Team

BCT@innovairgroup.com