



Industrial

Automation

Medical



August 25th, 2021

Dear Customers and Patients,

At the Innovair Group, our top priority remains the health and safety of our team members, customers, and communities. We are actively monitoring COVID-19 and responding to changes.

We recognize that we play an essential role for our customers and will continue following the bellow measures in all of our locations to keep our customers and team members safe:

- **We are pre-screening all staff, customers, and visitors before they enter the building.** In addition, we are collecting information for ongoing contact tracing.
- **We are maintaining our 'Mask Always' policy** since its implementation in 2020 and will continue to do in the future. All team members and visitors are required to wear masks inside the building.
- We are continuing to follow the capacity restrictions of Manitoba health. As required, we will post these capacity limits at all location entrance points.
- **We are maintaining our increased cleaning and sanitizing practices.** Access to washroom facilities will depend on public health restrictions and each respective location.
- **Curbside service or virtual support is provided at all our locations.** Where required there are assigned parking for these pick-ups, marked with signage. Contact your respective location to learn more about our curbside pickup options.

We ask the following of you when visiting:

- **Please pre-screen before you visit.** We ask that if you are experiencing any cold or flu like symptoms that you do not enter our facilities and allow us to serve you in another way. Contact us at your respective location for more information.
- **All visitors are required to wear a mask.** If you do not have a mask available, one will be provided to you.
- **We encourage you to make payments with your credit or debit card.**
- **Be mindful of all COVID-19 safety fundamentals,** including physical distancing, hand sanitizing, capacity limits and directional flow.

Note: 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 web site 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