

October 30th, 2020

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. Today, the Winnipeg Metropolitan Region is entering the red (critical) level of COVID-19 restrictions.

We recognize that we play an essential role for our customers and will remain open in Winnipeg while implementing additional measures to keep our customers and team members safe:

- **We will be pre-screening all staff, customers, and visitors before they enter the building.** In addition, we will collect information for ongoing contact tracing.
- **Curbside service or virtual support will be provided at our 150 McPhillips location.** There will be assigned parking for these pick-ups, marked with new signage. Call 204.772.9476 (ext. 1) for Innovair Industrial and call 204.786.2727 for Medigas Manitoba to learn more about our curbside service.
- **In our retail space at 150 McPhillips St., customer traffic is limited to 25% capacity** as per the directions of the Public Health order.
- At this time, browsing our retail space will not be allowed. Instead, our concierge-style service will be implemented. Please note that trying on clothing will not be available due to the new restrictions.
- **We will be accepting credit and debit cards only.**
- Our cleaning and sanitizing practices have increased, and our bathrooms will be closed to the public.

In our Brandon and Thompson locations, we will be implementing the following procedures:

- **We will be pre-screening all staff, customers and visitors before they enter the building.** In addition, we will collect information for ongoing contact tracing.
- **In our retail spaces, customer traffic is limited to 50% capacity.**
- Customer access to showrooms and clinics will be limited, with a concierge-style service at doors. We also encourage customers to take advantage of our remote clinic appointments.
- We will maintain all fundamentals and have optimized the sanitation and cleaning schedules of our spaces.

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