



MedProDirect
Your Incontinence Specialist

Update to our Customers and Suppliers

Our customers, suppliers and our employees' health, safety and well-being are of utmost importance to us and to our business. The global impact of the COVID-19 pandemic continues to evolve in terms of supply of products and the personal toll on numerous societies around the world. As we continue to closely monitor the developments, we are committed to maintaining a safe work environment while producing quality products with timely delivery and the best customer service.

As a distributor of medical supplies, we are proactively:

- * Monitoring inventory levels
- * Increasing inventory levels for products with existing or expected demand spikes
- * Limiting the amount of product shipped to a single customer

We have implemented the following preventative measures in our offices and manufacturing facilities:

- Keeping our employees informed on information provided by Health Canada;
- Daily disinfecting of high traffic/frequently touched surfaces;
- Restriction for all non-essential customer and supplier in person meetings;
- Following the guidelines of Health Canada on COVID-19 protocols for employees having travelled outside the country and restriction of all non-essential travel.

As we continue to closely monitor the COVID-19 outbreak, delivering products to our customers as quickly as possible while protecting the health and safety of our employees remains our top priority.

At present, all of our operations and daily production remains unchanged we will continue to adjust our protocols as needed and will provide additional information as we have it.

Thank you for your business.

Michael Barr
President

Jayne Langton
Vice President