



March 16, 2020

Dear Customer,

Quadra is committed to provide its customers with an excellent customer experience and we are focused on continuing to provide a reliable supply chain. Our customers are our priority and we are committed to support you through long-term and privileged relationships.

Today, we want to inform you of our actions in relation to the global Coronavirus Pandemic (COVID-19).

We have put in place a dedicated committee to ensure business continuity with a specific action plan. This committee is continuously assessing the potential impact of this situation for our customers, employees and other stakeholders. We have as of last Wednesday deployed our Pandemic Plan and convening very frequent meetings of the Crisis Management including myself as the Team lead.

Additionally, our senior Leadership Team is fully engaged and contributing to exploring how we can mitigate risks to all stakeholders and our performance for you. We're ensuring frequent and clear sharing of information with all of the Quadra Team.

The health and safety of our employees is a key focus area for us. We strive to take all necessary preventative measures, according to company procedures and the recommendations of the local and global authorities, to protect our employees. We follow the guidance from medical and government authorities. More specifically, we have proactively implemented enhancements to our already rigorous hygiene practices as it relates to our operations, as well as in our office environments. Effective Monday, March 16<sup>th</sup>, over 60% of our employees will be enabled and requested to work from home to help minimize the amount of face to face contact and potential spread of infection. From an overnight travel perspective, we have implemented temporary guidelines to minimize travel to protect our employees and key stakeholders. Furthermore, those employees that travel outside their country of residence for personal or professional reasons will be asked to self quarantine for 14 days upon their arrival home, in alignment with certain government protocols and recommendations. This is a fluid situation and we will adjust our approach as is most appropriate, while prioritizing the health & safety of our employees.

We are closely monitoring the evolution of the situation, and so far, we can confirm that to the best of our knowledge no Quadra employee is infected.



These past months, our Team has already been in crisis mode working diligently and with a sense of urgency through Canadian rail blockades, and delays from Chinese plants to keep you informed and supplied. At this point in time, we continue as we have since December to confirm our dedication to continue supplying you and fulfilling your demand.

We have taken numerous measures with respect to our facilities to mitigate risk. Some key examples include, eliminating visitors to our facilities allowing only approved essential/critical personnel who will be required to pre-submit a Visitor Health Declaration Form, truck drivers will not be allowed in the facilities, additional and enhanced cleaning protocols in our work environments and additional spatial distancing considerations for warehouse and operational personnel. These measures, along with our existing robust quality protocols, will ensure the continued delivery of high quality products to our customers.

We wish to foster excellent communications with you, understand your needs, and be a partner to help you also meet the needs of your customers and all stakeholders.

To help you and to strive for continued reliability in our supply chain to you, we encourage you to send your orders as early as possible. We want to make sure that we have good visibility of your orders, and we would like to work with you on the optimized delivery options. We are committed to keeping you well informed in case of any challenges or unexpected developments and we ask that you in turn keep us abreast of your changing demand. Please reach out directly to your Account Manager or Customer Service Representative with any questions, specific inquiries or communication of your needs.

We want to thank you for your partnership and for your trust, and we remain at your disposal to consider any concern you may have in order to meet your expectations.

Yours truly,

A handwritten signature in blue ink, appearing to read 'A. Infilise'.

Anne Marie Infilise  
President