

March 24, 2020

Subject: COVID-19 - SOPREMA continues to manufacture products necessary for priority sectors

Dear customers and partners,

In response to the instructions from the governments of Quebec and Ontario to close all businesses considered non-essential, we wish to inform you that **SOPREMA will continue its operations** since the business is considered as an essential service, being a manufacturer of products necessary for priority sectors, such as construction for emergency repairs, hardware, and maintenance and upkeep of buildings.

The products manufactured by SOPREMA are indeed meant to ensure the safety and the maintenance of essential public infrastructures (such as hospitals, bridges, municipal buildings, etc.) and buildings housing essential businesses (such as grocery stores and other grocery stores, pharmacies, convenience stores, etc.)

In addition, the Ontario government continues to pursue institutional, commercial, industrial and residential construction activities considered essential. Our plants in Quebec manufacture the products that supply the Ontario construction market.

The transportation of products manufactured by SOPREMA is also an essential commercial activity that must be maintained during the health crisis caused by COVID-19. Truckers and suppliers making deliveries and shipments may continue their activities while complying with additional sanitary measures taken accordingly.

It is important to mention that SOPREMA takes this situation very seriously, and that many measures are implemented to ensure the health and safety of our employees and our business partners. All our people are mobilized and are innovating in order to transform our processes and our ways of doing things to adapt to this situation. We are closely monitoring the current context and are taking all possible measures to control the risk of the virus spreading. We are following the recommendations of public health authorities, the provincial and federal governments and the World Health Organization. Among the measures implemented are travel restrictions, teleworking, drastic increases in health measures, social distancing, etc.

Our teams remain available by phone and by videoconference to answer your questions and ensure the steady pursuit of all business activities. It is also possible to organize

virtual meetings and presentations with our representatives (Microsoft Teams, FaceTime, Skype, etc.).

This situation reminds us of how connected we are as a global community and our thoughts go out to all those who are affected in one way or another.

If you have any questions, please contact your resource person at SOPREMA.

Receive our best regards,



Richard Voyer,
Vice-President and CEO, SOPREMA North America