

HEALTHMARK

Mississauga, March 26th, 2020

Healthmark Services Ltd. a division of Richards Packaging Inc



Information on the current situation related to COVID-19

To all our customers,

In the current context of Covid-19, we can confirm that Healthmark Services Ltd. a division of Richards Packaging Inc. is continuing all their activities. Our customer service, production, warehousing and shipping facilities are in operation. We are able to receive your orders and process them in a timely fashion. We are carefully monitoring all orders and making sure that quantities reflect past order history. This is being done to make sure that we can service all our customers.

We also assure you that all recommended preventive measures are being applied in the strictest manner.

- Our customer service teams work in a safe environment.
- Our sales representatives are teleworking ready to answer your questions or requests.
- Our order preparation teams are following all sanitization guidelines and social distancing measures.
- Finally, all quality standards are still being met in order to provide you with pharmaceutical quality products.
- All of our suppliers are complying with all protocols issued by public health in the context of coronavirus control.

We will make every effort to assure you of a continuous supply and efficient service. We are in continuous discussions with our partners to maintain a strong inventory. Our inventory management is rigorous and fair in order to guarantee all our customers have access to their usual products.

On behalf of all our teams, we thank you for your trust and your loyalty. Together, let's prioritize health.

A handwritten signature in black ink, appearing to read 'Michael Bussiere'.

Michael Bussiere
Senior Vice-President
Richards Packaging Inc.