



### **Working through the COVID-19 Crisis together**

COVID-19 is having a major impact on our lives, businesses and our supply chains. As we continue to learn more, we are adjusting our precautions in order to protect against the spread of the virus. Cryogen cares deeply about the health and well-being of our employees, their families and of course our clients. We want to share an update about Cryogen's business protocol and the protections we have implemented for our employees and client's safety, while we continue to deliver products and services essential to your business.

### **Cryogen Staff**

Cryogen is following the guidance of provincial and federal health experts about prevention of the spread of the COVID-19 virus. We are reminding our employees about frequent hand washing, wearing disposable gloves while delivering and we are regularly cleaning and disinfecting our facilities and equipment as are those working in the field. Most importantly, we have asked that our employees stay home if they feel unwell. To help protect our employees from the spread of COVID-19, travel has been limited domestically for our staff. Additionally, Cryogen is decreasing face-to-face interactions with customers while delivering and encouraging other means of communications so that we can keep our employees, their families and yours' healthy. Cryogen has divided its business into functional units and is limiting the areas within the office that employees can access. The company has implemented a temporary work-from-home policy for all employees who are able to perform their responsibilities remotely. We have suspended all face-to-face meetings and are utilizing video conferencing systems to keep good communications between departments going. All the above should not affect anything directly related to your delivery of nitrogen.

### **Liquid Nitrogen shipments**

In addition to our commitment to staff and clientele, we will continue normal business processes including the receiving of shipments of product and the delivery to our field staff and from there to you, our valued customers.

### **Servicing our Customers**

Despite the extent to which many businesses and their services have been affected, Cryogen will continue to adjust to the changing guidance from the medical experts and rest assured we will also continue to serve your needs to the very best of our ability. Adjustments are being made to limit contact during deliveries. You can expect increased communication in advance of visits in order to minimize the need for face to face meetings.

### **We will get through this together**

At Cryogen, people are what matters most. We are determined to keep our staff safe and to keep your families safe too. Together we want to ensure the spread of COVID-19 is not increased by our actions. We are following the guidance of the provincial and federal leaders and from the experts within the medical community to continue to serve safely. While the situation remains fluid, we are confident that with the actions being taken that we will soon see the benefits and some light at the end of the tunnel. Working together, we will get through this!