



Global. Local.®

## COVID-19: How we're helping to keep your teams and ours healthy, safe and productive.

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Bunzl customers, colleagues and partners,

On March 11, 2020 the World Health Organization declared a global pandemic due to the novel coronavirus (COVID-19). It's a disturbing time that has disrupted business operations, our education systems and our workplaces. In the face of uncertainty as the situation continues to evolve, we would like to reassure you that the health and wellbeing of the Bunzl community is our top priority and foremost concern.

Since the coronavirus emerged, we have taken swift action to protect our team members globally and locally by eliminating all international business travel and restricting all non-essential domestic business travel. We immediately reinforced our hand hygiene program and have enhanced our facility cleaning protocols with additional sanitizing and electrostatic disinfecting. All Bunzl team members have been shipped workstation hygiene kits and are conducting customer and vendor partner meetings remotely using state-of-the art communication technology.

Our dedicated drivers' vehicle hygiene kits include disinfectant, sanitizer, protective gloves and disposal bins and liners to enable them to continually practice proactive hand hygiene and surface disinfecting, while providing essential services to our customers.

All of Bunzl's actions in response to COVID-19 are consistent with guidance from Health Canada, provincial and local authorities and the World Health Organization. All global, regional and national meetings and conferences have been cancelled and event attendance has been cancelled for the foreseeable future.

As the definitive source for essential operating supplies to over 45,000 businesses across Canada, we play a key role in keeping Canadians safe, healthy and productive. That means ensuring to the best of our ability that critical products remain available to our customers. As you would expect, we are experiencing unprecedented demand for certain products, such as wipes, disinfectants, hand sanitizers, gloves, toilet tissue and other personal protective equipment. While we continue to replenish these items, manufacturers are allocating inventory based on their ability to supply the needs of the healthcare sector as first priority. Therefore, we are taking a proactive, responsible approach to managing distribution of available inventory. Orders that exceed normal levels (stockpiling) are being filled at standard usage volume, we are declining orders from businesses that are not currently Bunzl customers, and we have prioritized areas of criticality, such as customers where outbreaks have occurred, and the healthcare sector.

We remain committed to keeping you informed and will continue to post information at [bunzlcanada.ca/covid19](https://bunzlcanada.ca/covid19) as it becomes available.

Please stay well.

A handwritten signature in blue ink, appearing to read "John Howlett", is written over a circular blue stamp.

John Howlett  
President  
Bunzl Canada Inc.