



CHIEF MEDICAL'S COVID-19 PLAN

Chief Medical is monitoring the spread of the COVID-19 virus very closely and we are following the advice of public health authorities and governments to contain its spread. The safety and health of our employees, our customers and ultimately their clients and patients are of utmost importance to us.

Our efforts include:

Taking active measures to prevent the spread of the virus in line with the recommendations from the global, national, provincial and local health authorities and governments.

- Reduction and screening of workers and visitors to our Calgary and Mississauga facilities
- Visitors for necessary meetings are screened prior to entering our facilities to assure us that they were not exposed or have any symptoms related to COVID-19. This includes drivers making deliveries to our facilities. CMS will also make every effort to use video conferencing for all meetings when possible.
- Flexibility with employees to work from home whenever possible to limit the spread of the COVID-19 virus and to accommodate children who are at home.
- Regular updates to apprise and remind Chief Medical's employees of current guidelines and directives issued by public health authorities and governments, including posted signs on handwashing techniques and social distancing.
- Increased frequency of sanitation of commonly used objects at our facilities. (e.g., door handles, lunchroom tables)
- Provision of sanitation fluids and materials at strategic locations.

We understand that we provide an essential service to patients and thus we are also taking extra steps to ensure that our supply chain will not be disrupted. We are in constant communication with our suppliers to ensure availability of materials and devices in adequate amounts and have, as a matter of policy, increased the inventory of essential products and raw material to ensure we can meet our customer's needs.

Chief Medical will notify affected customers of any imminent supply chain disruptions promptly.

Recognising our role to support the treatment of patients chronically ill with renal failure, their vulnerability to this virus, and the need for us to contain the spread, Chief Medical has communicated the following to all CMS field personnel:

- Unless necessary, Chief Medical will postpone all scheduled (preventative) maintenance, training and visits to our customers and suppliers.
- Chief Medical remains available to guide technicians and clinicians in the health care industry by phone or via videoconferencing to help in problem solving.
- Depending on current guidelines from national and local public health agencies and governments, personnel will travel as a last resort to assist. We will follow the local hospital dress code and screening procedures prior to entering their facility.

These are challenging times and we all must do our part to ensure that we have better and stronger communities in the future. Thank you for your continued support and we look forward to serving you for years to come.