



COVID-19 Update from Cantel (Canada) Inc.

Dear Healthcare Partners,

As the circumstances around the coronavirus disease (COVID-19) evolve, we continue to monitor the situation, prepare and plan accordingly. At Cantel, we have always taken great pride in being the resource our customers look to for their infection prevention needs; we understand that at this time they may need us now more than ever. Cantel (Canada) Inc. would like to share important information about the steps we are taking to continue to support you in this time of crisis.

Manufacturing and Product Availability

To date, there has been no adverse impact to our supply chain as a result of COVID-19. If the situation continues for an extended period, there is potential for impact on items such as electronic components used in our capital equipment lines. In these cases, we are staying in close contact with these suppliers to minimize any impact. We currently consider this a low risk to our ability to produce and supply our products.

We have also taken internal measures to assure that material delivery dates remain on track, manufacturing is not interrupted, and that we maximize output to maintain inventory positions. Please be assured that we are taking all the necessary steps to ensure the products you need continue to be available with little to no interruption.

Business Operations

We remain committed to our promise of being an infection prevention partner while balancing our need to exercise safety and precaution for our employee's health. Where possible, we have asked that employees work remotely and practice social distancing; this does not mean we plan to be distant.



We wanted to reassure you that Cantel (Canada) Inc. is considered an essential business and our operations remain open. Our office hours and contact information remain unchanged.

We're Here for You

We take pride in being your partner in infection prevention and are committed to continuing that partnership in this critical time. If you are facing an infection prevention challenge or need assistance, please contact our customer service.

Office Hours: 8:30 am – 5:00 pm EST, Monday to Friday

Phone: 1-844-348-5636

Email (Orders): orders@cantelmedical.ca

Email (General Inquiries): info@cantelmedical.ca

For your convenience, we have posted information regarding COVID-19 on our information page at www.cantelcanada.com/covid19. We will continue to provide more information as it becomes available.

To stay connected, we invite you to follow us on LinkedIn [@Cantel Canada](https://www.linkedin.com/company/cantel-canada). We will be sharing industry news, helpful product information and company announcements frequently.

Thank You

A huge THANK YOU to all our frontline workers and healthcare providers. We commit to standing by your side and helping you through this difficult time. We appreciate your continued support and please take care of yourself.

Sincerely,

A handwritten signature in black ink, appearing to read "M McGrath".

Michael McGrath
President, Canada & Asia Pacific