

Business Continuity

Station 22 has been closely monitoring the global and national responses to the Coronavirus (COVID-19) pandemic and wishes to advise that it has implemented business continuity plans in all its establishments to protect its employees maintain its operations and fully support its customers in a secure manner.

Answers to Your Questions

We are aware that the current COVID-19 pandemic is a worrying situation for our employees, clients, suppliers and stakeholders.

This is why we want to inform you of the emergency measures put in place by Station 22 to address your questions in this uncertain period.

**The information contained in this Q&A is expected to be updated or modified according to the evolution of the COVID-19 pandemic.*

1. What measures have been taken at Station in response to the pandemic?

We have taken measures to protect our employees at all of our work sites, such as:

- Advised all employees to stay home in the presence of any symptoms of cold or flu.
- Enabled employees to work from home whenever possible.
- Implemented increased hygiene measures.
- Communicated with all our employees on health and safety measures such as social distancing, hand washing, cleaning surfaces in shared spaces such as meeting rooms after each use.
- Implemented new procedures and restrictions regarding access to our facilities, visitor screening and in-person meetings.
- Banned all business travel and advised our employees to consult governmental advisories before any personal travel.
- Asked employees who traveled for personal reasons to self-isolate as per health authority recommendations.

We have reviewed and updated our Pandemic Action Plans at all our facilities to protect our operations and make sure that we can continue to supply our customers reliably.



As a safeguard, we have trained employees who may be called upon to act as replacement for certain tasks.

We have reached out to our suppliers to secure our supply chain and distribution capabilities, making sure that they have implemented similar measures to face the pandemic.

2. Has your production been impacted by the pandemic or will there be delays in production due to the pandemic?

At the moment, our production facilities are running as usual and there are no delays.

Having reviewed and updated the Pandemic Action Plans at our sites, we have a strategy in place to maintain our production as long as it is safe for our employees and permitted by health authorities.

3. Is your supply chain secured?

Our supply chain is as secure as it can be in the current circumstances, as we have taken important steps such as reaching out to key supply chain stakeholders in order to:

- Assess their own level of preparedness;
- Discuss their ability to continue providing products or services in the event of a pandemic;
- Discuss forecasts and potential volume changes in the short to medium term.

Other proactive measures we have taken to secure our supply chain includes:

- Increasing inventories and maximizing capacity wherever possible;
- Increasing our stocks of certain raw materials and supplies;
- Identifying alternative sourcing strategies in the event of any disruption with a current supplier.

4. What is your plan if an employee is suspected of being infected and is being tested for COVID-19?

As per our Pandemic Action Plan, if an employee is tested for a potential coronavirus infection, we will return this employee at home and we will ensure the workplace is sanitized and safe for other employees as per health authorities recommendations.

Every effort will be made to continue our normal operations as long as the health and safety of our employees is not compromised, and as long as health authorities allow it.



5. What is your plan if there are confirmed cases of COVID-19 among your employees?

If we have a confirmed case of COVID-19 infection among our employees, Station 22 will be aligned with local and national health authorities to take all the necessary measures to ensure employees' safety, professional sanitation and any additional precautions to limit spreading of COVID-19 within the affected facility.

6. How do you decide which safety measures to implement or when to shut down your operations?

Our Pandemic Action Plan includes a risk assessment grid based on World Health Organization (WHO) guidelines.

Based upon WHO alert levels, we have a risk matrix with specific actions, policies, procedures, and communications to implement related to personnel management and operations at the Station 22 site and for corporate offices.

7. Can you guarantee that my order will be fulfilled and delivered on time?

We're all facing unusual and unpredictable circumstances, but for the time being our operations are running normally to provide their regular level of service. What I can say is that everyone at Station 22, from the production floor, shipping, logistics and customer service, is committed to getting our products out to our customers on time. What we can promise today is that we will make every effort to meet your expectations and we will keep you informed of any potential disruption.

8. What happens if you shut down a production line and my order is delayed?

Having made every effort to ensure the continuity of our operations, to secure our supply chain and to minimize the impact of any disruptions, we expect to deliver our products on time to all of our customers. As the situation evolves, we will keep our customers and suppliers informed of any changes in circumstances and we can then discuss our ability to meet your expectations.

9. What would be the impact on product quality if Station 22 would have to change the composition of a product in the event of a raw material shortage?

Regardless of pandemic and the alert level, we will always stand behind our quality and our product specifications.

You can count on us!

For any questions on COVID-19, please contact us your Station 22 representatives.

