



## EMMERSON PACKAGING CUSTOMER UPDATE: April 3, 2020

Dear Customer,

The world is changing quickly and we at Emmerson Packaging are adapting at an unprecedented rate to meet the challenges brought on by the Covid-19 pandemic. I want to share with you the changes we have made in the past two weeks, but before I begin I would like to start by saying thank you for all that you, our customers, are doing.

Without your products, consumers across the U.S. and Canada would find store shelves empty, and the essential products we all count on would not be available. From our business, our employees and our communities, thank you very much.

Our dedicated employees have been working hard to ensure we keep up with your demand, to the very best of our abilities. As a fellow member of the essential goods supply chain, our business continues to run at high speed. While adding capacity to accommodate our customers' needs, **we have made sure our employees' safety is at the forefront of any new strategies and/or practices.**

### Keeping our employees safe

- All staff that can work from home are doing so. These employees have forwarded their work phone numbers to their cell phones, so you will still be able to contact them during normal business hours
- Equipment and work stations are sanitized multiple times a day by plant and remaining office staff
- Shift work schedules have been staggered to minimize social contact coming in and out of the building and the changing rooms
- Social distancing in the plant is being strictly enforced
- We have made our own sanitizer for staff to use here at work and to take home to their families
- We have identified staff and managers throughout the business for cross-training and redeployment to other machines and/or departments, if required.
- We are in the process of hiring more than 40 new employees across both plants over the coming weeks to meet increased customer demand.
- We are asking all employees to self-monitor and sign a daily form stating they are symptom free. Additionally, we are taking their temperature with infrared thermometers as they come into the facilities.
- We have a real-time employee web site to keep them current on all of our policy and procedural updates. This includes video addresses on topics we want to emphasize.
- We have formed a cross functional employee committee of staff and managers. They are meeting regularly to review Covid-19 related updates, action items and policies.

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12 Tupper Blvd  
Amherst, Nova Scotia  
Canada B4H 4S7

**T** 902.667.7241  
**F** 902.667.7698  
**W** [emmersonpackaging.com](http://emmersonpackaging.com)

A member of the P.G. Emmerson Group of companies

### **Keeping our customers informed**

- We have created a customer-facing Covid-19 Update on the Emmerson Packaging website at <https://www.emmersonpackaging.com/covid-19/>.
- We will continue to provide updates, useful information and helpful tips through this webpage.
- We have received a number of supplier surveys and informational requests. We have collated and published our responses on the COVID-19 webpage noted above so that you can access them at your own convenience. We will continue to update that page so check back as often as you like.

### **Keeping up to date with our Suppliers**

- We have continued to shore up our supply chain with all vendors and have been in close contact with all critical raw material and service providers. To-date, we are in very good shape.
- We have identified the risks in terms of delays and product shortages and have contingencies in place including increased inventory of raw materials and longer lead-time fast-moving items.

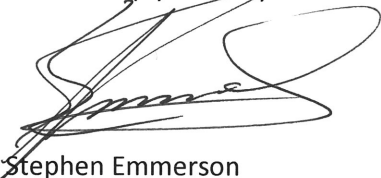
### **Government**

- We, and our fellow essential goods supply chain members, have been in contact with state, provincial and federal leaders emphasizing the critical role the packaging supply chain plays in ensuring consumers have access to the food and tissue products that feed them and keep them healthy.

We know that you expect no less from us than every effort we can make to protect and serve our employees, customers, supply chain and community; you can be confident that those efforts are our total focus.

Again, we appreciate the work your companies are making to keep your customers' shelves stocked. Without you, none of us would have access to the essential products we all need – thank you.

Please keep you and your families' safe.



Stephen Emmerson  
President & Chief Executive Officer