



Polytainers Inc.  
197 Norseman Street  
Toronto, ON M8Z 2R5

March 16, 2020

To Our Valued Customers:

**Re: Business Continuity during COVID-19 (Update 1)**

As the COVID-19 situation evolves, our priority has been to safeguard the health and safety of our employees and ensure business continuity. We continue to operate at full strength with the Crisis Management procedures we enacted effective March 6, 2020 and are now taking further precautions which include:

- Daily cleaning and sanitation of all surfaces
- Increased screening of on-site personnel at all entry points
- Mandatory remote working for non-manufacturing personnel

Earlier today, the Prime Minister of Canada announced border closures into Canada. Canadian citizens, permanent residents and American citizens are excluded from these measures. **Commercial goods also continue to flow with no restrictions**, both between Canada and the US as well as from Europe and other countries.

All of our customers have reached out to increase orders. Our leadership team is meeting daily to discuss the changing COVID-19 situation, customer requests and our supply outlook. During this challenging time, we ask for patience and flexibility as we try to accommodate increased demand from all of our customers. We will provide as much visibility and transparency as possible, including in some cases recommendations for product substitutions where we have available capacity.

We have a very talented workforce in both plants who are experts in this business. Together, we will work through the challenges by being creative, adaptable and transparent.

Thank you for your business, loyalty and patience.

Sincerely,

A handwritten signature in brown ink, appearing to read "Susan Dalglish".

Susan Dalglish  
Executive Vice-President & CFO