

January 8, 2021

**Niigon's COVID-19 Response**

To Our Valued Customers:

As the global COVID-19 pandemic continues, we would like to thank you for your patience and support through these challenging times. Rest assured that we continue to monitor the status of this emergency and pivot our operations accordingly to ensure a balance between the safety of our employees and visitors and continued support of your operations.

Based on guidance from local government and Public Health authorities, we have implemented various precautionary measures at our facilities as part of our COVID Workplace Safety Plan:

- Maximized remote work flexibility, where possible
- Daily COVID-19 screening
- Guidance on social distancing, meetings, handwashing/sanitizer hygiene and use of personal protective equipment
- Requiring employees to stay home when feeling ill, standard with our current practice
- Limited visitors onsite
- Limited travel
- Increased cleaning schedule.

With the exception of our onsite Operations team, which continues to support the essential services supply chain, we have organized the remainder of our team to be able to work remotely, where possible. You should therefore receive the same usual level of technical support, including the ability of our team to remotely connect to your equipment if required. Please continue to use your preferred communication channels.

Our Spare Parts team in Canada remains fully operational, however various government restrictions and limited logistics may cause some interruptions. We ask for your patience in this regard and please rest assured that we will explore all reasonable solutions should a difficulty emerge.

While these are challenging times, please know that we will never leave you without a response – only in working together can we overcome this dreadful crisis.

We are especially interested in hearing of any way we may be able to support the critical healthcare or food supply chains. Please email me directly at [hluttmann@niigonmachines.com](mailto:hluttmann@niigonmachines.com) should you have any opportunities.

Regards,

Harold

CEO