

Packaged Gas Customers – cylinders to microbulk

We recognize the importance of being prepared to the fullest extent practicable, in order to manage crisis events including COVID-19. Public health experts have now labeled COVID-19 a global pandemic that is serious and widespread. For this reason, Praxair developed and implemented a Pandemic COVID-19 Continuity of Operations Plan (“Business Continuity Plan”) that defines actions to mitigate the impact of a possible COVID-19 pandemic event on Praxair’s business operations. Elements addressed in Praxair’s Business Continuity Plan include:

- Concept of Operations
- Continuity Planning
- Pandemic Planning Assumptions
- Pandemic Response
- Elements of A Viable Pandemic COVID-19 Continuity Capability, including
 - Essential Functions
 - Continuity Facilities
 - Continuity Communications
 - Reconstitution

As with any crisis event there are many uncertainties that can affect the outcome. Therefore, Praxair’s Business Continuity Plan is intended to be adaptable with details subject to change.

Our Business Continuity Plan in combination with our extensive supply and delivery capabilities have the goal of enabling continued supply to our customers in the event of a pandemic or other crisis event. For obvious reasons, due to the many uncertainties involved in this potential and evolving situation we cannot guarantee or warrant supply to any particular customer or facility. We will endeavor to try to maximize our ability to maintain continuity of supply to you.

Praxair Canada Inc. (PCI) will be changing several procedures related to the delivery of products to our customers in order to best protect our customers and employees by minimizing personal contact, while at the same time, working to ensure uninterrupted reliability of service and supply.

To that end, during this ongoing crisis, the following changes will take effect as of March 16, 2020 for all deliveries made by PCI operated vehicles:

- PCI will no longer ask for signatures at customer locations for product deliveries;
- If your employee is available during our delivery, their name will be printed on the ticket or it will be marked No Customer Signature Available (NCSA) in PCI’s AccuStar system once deliveries are completed; and
- a ticket will be printed and left near the cylinders to reduce our employees having to walk around inside your facility

If your facility’s product usage is impacted by a public health response to an outbreak, ie. your facility is unable to receive their regular deliveries due to reduced staff at your location, please contact your sales representative or your closest Praxair location – go to www.praxair.ca/stores for contact details of your closest branch.

Sincerely,



Duane Pike
VP, Packaged Gas

Merchant & Onsite Customers – Bulk gas

We recognize the importance of being prepared to the fullest extent practicable, in order to manage crisis events including COVID-19. Public health experts state that COVID-19 could be serious and widespread resulting in possible significant business interruptions. For this reason, Praxair has developed and implemented a Pandemic COVID-19 Continuity of Operations Plan (“Business Continuity Plan”) that defines actions to mitigate the impact of a possible COVID-19 pandemic event on Praxair’s business operations. Elements addressed in Praxair’s Business Continuity Plan include:

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As with any crisis event there are many uncertainties that can affect the outcome. Therefore, Praxair’s Business Continuity Plan is intended to be adaptable with details which are subject to change. We believe this approach will give us the best possible response to a possible COVID-19 pandemic related event, should one occur.

Our Business Continuity Plan in combination with our extensive supply and delivery capabilities have been developed to enable continued supply to our customers in the event of a pandemic or other crisis event. For obvious reasons, due to the many uncertainties involved in this potential and evolving situation, we cannot guarantee or warrant supply to any customer or facility. However, we will endeavor to maximize our ability to maintain continuity of supply to you.

If your facility’s product usage is impacted by a public health response to an outbreak, please contact your Bulk sales representative or contact customer service at one of the following phone numbers:

General Office	(905) 803-1600
Logistics Merchant Bulk Orders (Oxygen, Nitrogen, Carbon Dioxide, Hydrogen)	1-800-661-5312
Merchant Bulk Emergency	1-800-363-0042

Sincerely,

Eric Mackenzie, P. Eng.
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e-mail: eric_mackenzie@praxair.com

Medigas & Home Healthcare Customers

We recognize the importance of being prepared to the fullest extent practicable, in order to manage crisis events including COVID-

19. Public health experts have now labeled COVID-19 a global pandemic that is serious and widespread. For this reason, Praxair developed and implemented a Pandemic COVID-19 Continuity of Operations Plan (“Business Continuity Plan”) that defines actions to mitigate the impact of a possible COVID-19 pandemic event on Praxair’s business operations. Elements addressed in Praxair’s Business Continuity Plan include:

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As with any crisis event there are many uncertainties that can affect the outcome. Therefore, Praxair’s Business Continuity Plan is intended to be adaptable with details subject to change.

Our Business Continuity Plan in combination with our extensive supply and delivery capabilities have the goal of enabling continued supply to our clients in the event of a pandemic or other crisis event. For obvious reasons, due to the many uncertainties involved in this potential and evolving situation we cannot guarantee or warrant supply to any particular client or facility. We will endeavor to try to maximize our ability to maintain continuity of supply to you.

Praxair Canada Inc. (“Medigas”) will remain in operation throughout the COVID-19 health crisis. The areas of the business that remain unchanged are as follows:

- New oxygen setups are a top priority
- Oxygen clients will call 1-866-446-6302 for product delivery, technical service and product returns
- After hours emergency technical service for oxygen clients and new initiation of oxygen therapy
- PAP clients may shop medigascpap.com or call 1-877-350-9816 to order replacement supplies
- Medical equipment deliveries and pickups requested by the LHIN (Ontario, only)

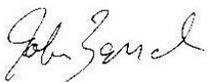
Medigas will however be changing several procedures related to the delivery of products and services to our clients in order to best protect our clients and employees by minimizing personal contact, while at the same time, working to ensure uninterrupted reliability of service and supply.

During this ongoing crisis, the following changes will take effect as of March 19, 2020:

- All direct customer access to our stores will be suspended until further notice
- Remote PAP setups will be available for clients who wish to begin their PAP therapy
- Medigas will no longer ask for signatures for product

deliveries Thank you for your continued cooperation and support.

Sincerely,



John Zgrych
General Manager, Healthcare