



Dear Valued Customer,

I wanted to share some updates about how Peakman Management Group is currently responding to the COVID-19 outbreak. It goes without saying our healthcare professionals are extremely important to all of us at all times, most certainly this need is heightened. That being said I have ordered all four Peakman Management divisions to minimize divisional scope and transfer all resources to PMGSupply to completely focus on the supply of the essential products that will keep our frontline healthcare workers protected, safe and fulfilled with products needed to care for all the acute healthcare needs and frontline prehospital and law enforcement agencies. This extends to our community, shut in groups, communal living facilities and more.

Our supplies are operating on limited internal resources and supply. In some cases, PMGSupply and our supply chain have been mandated on shipment size and destination so that there is enough to carry our populations through the critical times and to keep essential services operating. Please understand this unprecedented step is to ensure we have done our part to serve as many as we are able.

- While current demand for certain product categories – things like PPE, Hand sanitizers, Surface disinfectants, non-contact and fast-read thermometers, thermometer sheaths, and disposable stethoscopes, for example – is outpacing supplies, we have been working with some interruption to fulfill orders as completely and quickly as possible.
- We're communicating daily with our supply chain, as well as other manufacturing partners, to track issues that might impact current and future stock. When possible, we're expediting factory orders, and have moved many to air shipping to reduce timelines.
- Some items are on backorder. For items that are in stock but in short supply, we will continue to allocate inventory. We also temporarily need to limit rush orders.
- To protect operations while keeping our employees healthy and safe, we're following all relevant PHAC and provincial MOH guidelines. For office staff, those who can work from home are doing so. For our distribution personnel – those charged with moving and shipping the supplies and equipment that's needed in the field – we've made workstation adjustments and have added shifts to create more physical space in accordance with social distancing recommendations. We are doing everything we can to meet your needs and minimize delivery disruptions. Still, given the extraordinary circumstances and our new staffing models, orders might take a little longer than usual to process and ship. We appreciate your patience and patronage during this time of transition.

Please continue to reach us through our info@pmgsupply.ca for orders and inquiries, payments and invoicing issues now need to be sent to a new email at info@peakmanmanagement.com to streamline our operations. Other accounting issues remain sent to s.van@peakmanmanagement.com

Thanks, as always, for your support. Please take care of yourself, those around you and stay safe.

Andy Peakman

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