

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 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. (“OSR Sleep Medicine”) will remain in operation throughout the COVID-19 health crisis.

OSR Sleep Medicine will however be changing several procedures related to the services to our clients in order to best protect our clients and employees by minimizing personal contact.

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

- OSR Sleep Medicine (Mont-Royal and Laval) has temporarily suspended its services
- All direct client access to OSR sleep labs (Mont-Royal and Laval) will be suspended until further notice
- For more information, please call 514-766-6345 or email at OSR@linde.com

Thank you for your continued cooperation and support.

Sincerely,



John Zgrych
General Manager, Healthcare