

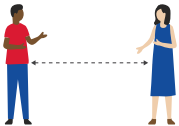
Your health and safety is our top priority

As an essential service with over 50 years of experience in keeping you safe, we are proud to do our part in the fight against COVID-19.

To protect the health of our employees and customers, we've developed a COVID-19 Safety Plan including:



Screening all customers: All customers will be asked to review a series of questions related to COVID-19 and confirm their answers with our staff. This helps us to identify people that might be at risk for infection and allows us to respond and implement necessary precautions.



Social distancing at our Patient Service Centres: We are asking all customers and employees to maintain 2 metres of distance at all times. We are also limiting the number of family members or caregivers allowed inside the location with the customer who has an appointment. Please look for the dots on the floor to help you with maintaining physical distancing.



Customer masking requirements: Face masks are mandatory at all of our locations. Please notify our staff if you are unable to wear a mask so that we can appropriately accommodate your service.



Supporting vulnerable populations and the immunocompromised: We are taking several proactive actions to ensure customer safety and well-being by isolating these customers and expediting service.



Using virtual appointment booking tools: If you're visiting any of our locations, we strongly encourage you to use our Appointment Booking or virtual check-in app – Save My Spot – so that you can limit your time at our locations in the global effort to practice social distancing.



Plexiglass barriers at reception: We have installed plexiglass barriers at the reception desks to protect our employees and customers during face to face interactions.



Employees are wearing personal protection equipment: Our employees will continue to wear masks when serving customers, and will wear additional personal protective equipment such as eye protection, gloves and isolation gowns as risks present.



Hand hygiene is important: We are asking all patients to sanitize their hands upon arriving to prevent the transmission of COVID-19 by contact. Our employees also change their gloves and sanitize their hands for every customer and when they change activities.



Following enhanced cleaning and decontamination measures: All of our collection sites have implemented enhanced decontamination practices, including regular cleaning of high touch surfaces, and decontaminating shared equipment and spaces after each patient. As a part of routine operations, all LifeLabs employees are trained in infection control and containment.



Decontaminating our courier transport bags: We are taking extra precautions to try to “break the chain” of the virus in all ways possible. Cleaning the bags in addition to practicing regular and frequent hand hygiene can help to protect our staff that are handling transport bags, as well as our clients who have transport bags regularly at their sites.



Mandatory COVID-19 Vaccine Policy: LifeLabs has implemented a Mandatory COVID-19 Vaccine Policy for all employees, contractors, students and volunteers.



Promoting the safety precautions recommended by the Public Health Agency of Canada



Wash your hands



Avoid touching your face



Stay home when you are sick

More information is available at www.lifelabs.com/covid19