



Since 1989

March 16, 2020

To our valued customers,

Like most business owners these days, I am trying to wrap my head around these turbulent times and come up with solutions for how to both cope and persevere. It is no surprise that I don't have all the answers... no one really does. What I do know is that we simply must do everything we can to stay positive while doing it. From our small perch at MD Packaging, we have mitigated the risks by following the guidelines recommended to us by Health Canada, we have discussed the situation with our team members and we have come up with a game plan for being able to work as long as our community of amazing partners is game for us to do so.

On site sales/planning meetings become virtual ones, team meetings over conference call, no international travel etc..... it is a change, but change can be good if we allow it to be. Our technical staff is available as they always have been to help keep machinery running, our parts department is here to both research and facilitate deliveries of essential components and our consumable programs are continuing as normal.

We are here as we have been for over 30 years and plan on modifying whatever processes required to help our partners get through this.

Let's continue to work on projects, discuss applications, work toward providing facilities with continuous improvement solutions, continue the focus on food safety and smart automation. We can do all of this while being safe and smart. God forbid we even smile and find ways to continue to love what we do!! I am confident in our team, our industry, our community and our country. We are faced with a new "moment in time" and we must tackle it and get through it. I know I speak for everyone at MDP and our affiliated companies, when I say that we are going to embrace this opportunity for change, and we are going to spend all of our spare time reflecting on the importance of family, friends and community.

I am tired of saying "stay strong" and "be safe" ... so instead will just say, let's come together, kick some butt and come out the other end stronger as a community than we ever have been!

We are here if you need us.

Sincerely,

A handwritten signature in black ink, appearing to read "Jaime", written in a cursive style.

Jaime Alboim
CEO

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Providing Packaging Automation & Inspection Solutions Since 1989

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