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### **COVID-19 SME RESPONSE INITIATIVE “KEEP THE CHAIN ROLLING”**

As consumers, we’ve put a huge demand and have asked for so much from front-line grocery stores and pharmacies in recent days. We understand how vital it is during this time for them to get us the food/medications we need, safely and securely. We understand that in a time of crisis such as this, grocery stores/restaurants and pharmacies are an essential service and play a critical role in our communities.

As an organization who for decades, has supported and provided services to a large segment of the food/pharmaceutical industry, we know what happens behind the scenes. We understand the enormous stress and pressure that our Consumer Package Goods customers are under to keep up with, or in many cases, ramp up production to fill orders, meet demands and keep grocery store shelves stocked while maintaining a strong and secure food supply chain.

Now more than ever, it is imperative to keep food on the tables of Canadians and we know that it takes a team to make that happen. MDP is committed to working with our customers do what is necessary to maintain operations and to get products to the warehouses and distribution centers where they need to be. We are here as we have been for the past 30 years for emergency service, maintenance, calibrations or even training sessions for temporary staff that may be necessary due to increased demands on your business – whatever you need!

***We recognize that these are unusual and unprecedented times and as a result throughout this crisis we are no longer operating under “regular business hours”. Whenever you need us, before the start of the day, at the end of the day, evenings, weekends, we can work around your schedule so as not to negatively impact your production. Off hours also serves to minimize the human contact, exposure and those risks that we need to be so mindful of these days. During this time, while we are not recognizing “regular business hours” there will be no surcharges or premiums on after hours or weekend work. Regular rates, 24hrs – 7 days a week!***

In addition, we are also offering “deferred” payment options on our services to “SME” companies concerned about cash flow and the short-term economic impact of the COVID-19 crisis. As a SME business, we understand how challenging these times can be and want to ensure that we do our part in helping other businesses get through this. Our governments our responding with help and so will we. It’s time that all of us do what we can.

We value the relationships that we’ve built and sustained all these years and you can count on us as you always have.

“Tough Times Don’t Last, Tough Teams Do” and we are proud to be part of your team.

If you have any questions about this new initiative, please contact any one of your MDP team members or simply contact us @ [info@mdpackaging.com](mailto:info@mdpackaging.com) /416-291-9229.

With a great deal of hope and optimism,

Jaime Alboim  
CEO

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