



## **COVID-19 Update Canada post shipping changes**

Dear Valued Patient,

Emerald Health Therapeutics has been closely monitoring the spread of COVID-19 throughout Canada. As per the guidance from the Canadian Center for Disease Control (CCDC), Canadians are being advised to self-isolate and practice social distancing. As such Emerald has made changes to the delivery of your medical cannabis to assist in ensuring your ability to abide by these new protocols.

Emerald has been diligently working with Canada Post to provide new options for delivery of your products, while ensuring compliance to the CCDC. Together with Canada Post we have decided to eliminate the need for you to sign for your package allowing Canada Post Carriers to deliver it directly to your door and leave it at your doorstep. This new measure would be effective as of March 26, 2020. As a patient you have a choice, if you would prefer to have your package held at the post office, please inform our client care team via email to: [clients@emeraldhealth.ca](mailto:clients@emeraldhealth.ca) prior to your next order. Otherwise the new process of delivering your package without the need for signature will be applied to your account.

Medical cannabis access is an essential service to Canadians, and our teams are working diligently to ensure the safety of Emerald's products and to ensure you and our employee's safety during this unprecedented time.

Each of our facilities have put in place the following:

- Additional procedures for staff working in our production facilities have been put in place. These procedures include but are not limited to employees wearing full gowns and masks as well as sanitizing before entering the workplace.
- Limiting staff onsite to only essential members to limit exposure and risk.
- Increased sanitation protocols in all of our facilities for equipment and shipping. Making sure that all surfaces, including door handles, tables and chairs and other items are thoroughly sanitized before and after each use.
- All our products are tested at a Health Canada accredited laboratories.
- We are working continuously to ensure our patients have continued access to their medical cannabis products, including building inventories to ensure there are no gaps in supply.

During this challenging time, we are working to ensure the health and safety of our staff, our patients, our customers and our communities and we encourage you to do the same with your families and communities.

Thank you,  
Emerald Health Therapeutics.