

March 24, 2020

### **UPDATE: KaizenLAB Response to COVID-19**

Due to the rapidly changing situation with COVID-19, we've taken additional measures for the well-being of our employees that will be implemented starting tomorrow March 25, 2020.

- **Calgary Lab**
  - We request all walk-in clients to drop-off their samples during regular business hours in the bins placed outside the shipping area.
  - If you've any questions or requests to be filled during sample drop off, please call our Client Services at 403-297-0699 before dropping off the samples in order to avoid any direct interaction with our staff.
  - Supply orders can be picked up from the after-hours drop-off area only.
- **Edmonton Depot**
  - We request any in-person drop offs to call ahead at 403-297-0699 or 780-451-4797 or email Client Services at [KaizenCSR@kaizenlab.ca](mailto:KaizenCSR@kaizenlab.ca) before coming to the depot.

We thank you for your cooperation and understanding during this time.

KaizenLAB

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