

Pelican BioThermal understands our responsibility to protect our staff, community and customers operations and we have taken proactive steps to minimize the impact of the spread of Coronavirus (COVID-19). We are committed to maintain critical clinical and pharmaceutical supplies during the COVID-19 pandemic.

[This message from Lyndon Faulkner](#), our CEO of Pelican Products, assures how serious we are taking COVID-19 and here some frequently asked questions specific to Pelican BioThermal's operations worldwide.

FAQs

What is the status of Pelican BioThermal as an Essential Business during the pandemic?

Pelican BioThermal is an Essential Life Sustaining Business, and as such is exempt from Shelter in Place orders issued by various states, counties and cities on the grounds that it produces products vital to first responders, emergency management personnel, law enforcement personnel, the National Guard, the United States Military, FEMA, healthcare operations and pharmaceutical and biotech companies. Under this exemption, Pelican BioThermal is allowed to maintain operations so long as it abides by the CDC's guidelines on COVID-19 and social distancing in the workplace.

As a result, Pelican BioThermal's operations remain fully functional with production and factory support positions reporting to work, while arrangements have been made for many of Pelican BioThermal's administrative employees to work from home with all the necessary equipment and tools to remain productive and effective in their work. This action reduces the risk for everyone, including those whose positions do not allow them to work remotely.

What precautions have you taken to safeguard your workforce during the pandemic?

In order to protect our staff from becoming infected and to remain agile and responsive for our customers, we have implemented the following for our employees:

- Banning unnecessary business travel
- Imposing self-isolation when staff have travelled from high risk areas
- Stopping our corporate attendance at events, conferences and exhibitions
- We are requiring all staff who are non-essential to manufacturing our shippers to work from home, until further notice, as this will provide further protection to our manufacturing teams from becoming infected

We are using online meeting services to ensure our staff can communicate with each other so we can continue to offer our customers a 'business as usual' service. We expect there to be a minimal disruption to orders and deliveries, either those currently being processed or future requirements.

How is Pelican BioThermal supporting business continuity and availability during the pandemic?

We have put in place cleaning and staff interaction protocols to make sure employees lessen their chance of infection, so we can continue to manufacture critical clinical and pharmaceutical supplies during the COVID-19 pandemic. This includes disinfecting all common contact surfaces in our facilities at least twice a day.

We require immediate report of any sickness by our staff to management, so it can be assessed with health care professionals for the possibility of COVID-19. We also require self-quarantine during the testing period after illness is confirmed, as advised by the local government.

We are also continuing to proactively load balance our rented and leased fleets of parcel and pallet shippers, so they are correctly allocated for customer needs worldwide.

Are there any links in your supply chain that will affect your supply during the pandemic?

Our manufacturing operation remains strong, with no current disruption to our supply chain. We are continuously evaluating inventory and capacity against customer demand to assess any risk of supply to our product lines. We are also in regular close communication with key suppliers to ensure appropriate levels of materials and parts continue to be available.

Given the nature of coronavirus the situation is very changeable but, as of now, we are not experiencing any disruption to our supply chain activities.

How are your service centers cleaning Crēdo™ reusable shippers during this pandemic?

Our reusable Crēdo™ temperature-controlled shippers can be shipped internationally, returning to our Service Centers and Network Stations for refurbishment.

Our refurbishment processes provide cleaning and decontamination as part of the standard operating procedure and this will kill any virus on the surface of our shippers. We clean all internal and external surfaces and components as part of the SOP.

Our staff wear appropriate personal protection equipment, including disposable gloves and masks as required.

How are your Crēdo™ Cargo units from your rental Crēdo™ on Demand program cleaned and put back into service during the pandemic?

Our rental fleet (Crēdo™ Cargo and Crēdo™ Extreme), are available via our Crēdo™ on Demand program, are cleaned and thoroughly inspected at our Global Service Centre locations. Our staff wear appropriate personal protection equipment, including disposable gloves and masks as required.

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Which of your products are likely to be of most assistance for clients conducting clinical trials of vaccines or laboratory tests for the coronavirus that causes COVID-19?

[Crēdo Cube™ parcel shipper](#)

- Frozen, chilled and ambient temperatures
- Variety of payload sizes
- Intercontinental shipments
- Reusable, so recoverable to save on cold chain packaging costs

[CoolGuard™ Advance parcel shipper](#)

- Frozen, chilled and ambient temperatures
- Variety of payload sizes
- Intercontinental shipments
- Single use, so one direction shipments

[CoolGuard™ PCM parcel shipper](#)

- Chilled and ambient temperatures
- Variety of payload sizes
- Continental shipments
- Single use, so one direction shipments

[NanoCool™ Shippers](#)

- Patient sample collection
- Continental & intercontinental shipments
- Easy to use
- No conditioning required
- Refrigerated temperature

[Crēdo™ on Demand Rental program](#)

- Flexible pick up and drop off locations
- Conditioning available, for load and go service
- Supported by global network stations in all regions
- Crēdo™ Cargo pallet accepting device, load with conditioned ISO or EURO pallet
- Crēdo™ Xtreme bulk shipper, hand pack payload as needed

