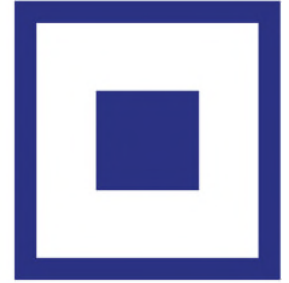




STEVENS



Inspired by the care you deliver • Inspiré par les soins que vous distribuez

The Stevens Company Limited

*A National Canadian
Distributor of Medical Supplies
and Equipment*



STEVENS

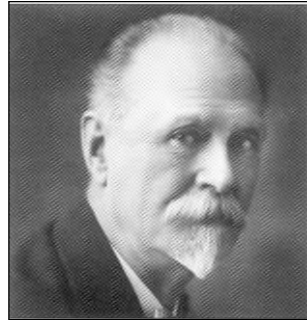


Family Business

- ▣ Family owned and operated, 1830 to present
- ▣ Six generations and counting



James Stevens



Daniel Stevens



Paul Stevens



Peter Stevens



Jeff Stevens



Jay Stevens



About Stevens

- ▣ Canada's **LARGEST & OLDEST** privately owned distributor of medical supplies and equipment
- ▣ Originally founded in 1830 in London, England as a manufacturer of surgical instruments
- ▣ First Canadian office opened in 1874 in Toronto, ON



About Stevens

- ▣ Acute Care (Hospitals) are our biggest customer base
- ▣ Stevens services all classes of trade including:
 - Clinics
 - Doctor offices
 - Long Term Care/Retirement Homes
 - Government (every level)
 - Educational facilities
 - Naturopath
 - Midwifery
 - Veterinary
 - Industrial
 - Home Healthcare



National Distribution

We have six Distribution Centre's across Canada totalling over 300,000 Square Feet

**Our inventory exceeds \$50,000,000
at any given point in time and products
can be drawn from any facility**

Surrey, BC

Calgary, AB

Winnipeg, MB

Anjou, QC

Dartmouth, NS

Brampton, ON



STEVENS



Our Partners

Stevens represents over 550 vendors with
over 50,000 SKU's

Major Vendors include:

3M, Hillrom, Coloplast, Heine,
Integra Miltex, Sklar, Kimberly
Clark, Midmark, Diversey, Graham
Medical, Becton Dickinson, Smith
and Nephew, Copan Diagnostics,
Meiko, ICU Medical, Sol
Millennium and Wipak

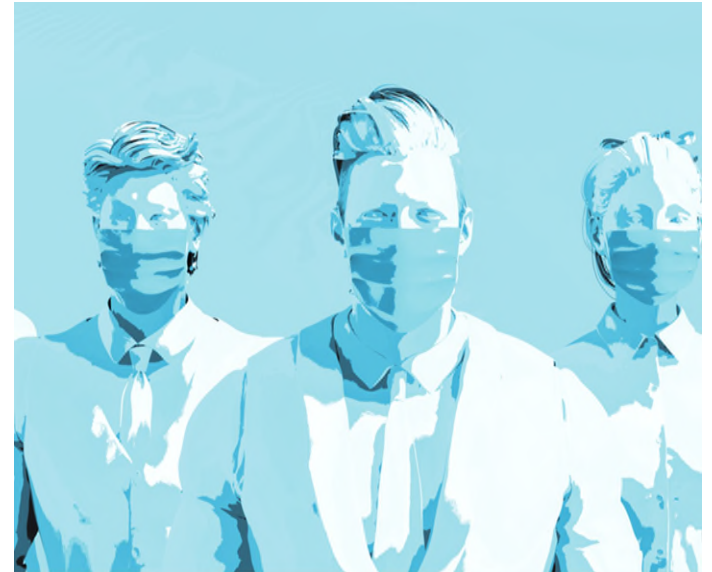


STEVENS



COVID Response

- ▣ COVID: The Perfect Storm
- ▣ Product sourcing challenges
 - ▣ Sourcing from China
 - ▣ Demand pressure
 - ▣ Freight challenges
 - ▣ Leveraging great partnerships
- ▣ Staffing Challenges
 - ▣ Keeping our team safe was our top priority
 - Working from home
 - PPE for on-site staff
 - New protocols in place
 - Virtual meetings



COVID Response

▣ Rising to new challenges

- New vendors
- New customers
- Federal government contracts
- Provincial government distribution

▣ Our team rose to the challenge... and beyond

- A lot of hard work, a lot of stressful days
- Hats off to our team for the job they did
- Federal and Provincial recognition



Communication and Praise

- ▣ How did we keep our team engaged and motivated?
 - Frequent communication
 - Empathy, praise and gratitude
 - Relaying the importance of the job being done
 - Sharing customer feedback
 - Food trucks / socially distanced events
 - Virtual staff events



Lessons Learned

- ▣ Be prepared and agile enough to adapt
- ▣ The value of technology
 - Phone system
 - MS Teams/Zoom etc.



- ▣ The importance of mental health
 - COVID has amplified what was already a growing concern
- ▣ Remote working isn't necessarily a bad thing



Giving Back

▣ Brampton

- Funded and helped to coordinate hundreds of meals with cooperation from the City of Brampton
- Meals distributed through local organizations and sourced from local restaurants

▣ Food Banks Canada

- National donation



Thank You

