



September 2021

Dear Neighbour,

As a partner in the community, we are sharing some information with you. Sofina Foods Inc. operates in Mitchell at 5921 Frank Street. This facility is one of the largest employers in Mitchell, and we have proudly done business in this community for over 50 years.

Keeping You Informed: Ammonia Safety at the Mitchell Plant

Why are we sharing this information with you?

As a partner in the community, we are informing all neighbouring residents and businesses about the use of ammonia at our facility. We have been using ammonia safely in our facility for many years and are sharing this information with you as part of our proactive safety plan.

What is ammonia?

Ammonia can take several forms including a colourless gas, a liquid or a white vapour. Ammonia, like most chemicals, when properly managed, is very safe.

How does Sofina use ammonia?

Like many other companies, we use ammonia at our facility as a refrigerant to keep our products cold. As required, ammonia is stored in pressure vessels located in the engine room. It is transported from those vessels through a closed piping system, which is located on the roof of the facility, to cooling units in our production areas, storage rooms, coolers, and freezers.

Sofina's ammonia system is maintained by highly trained Sofina personnel and third-party specialists through a rigorous preventative maintenance process and schedule. To provide accurate responses to an ammonia release, the facility has a remote monitoring system in our engine room which alerts our refrigeration team to any potential issues with the refrigeration system.

What do you need to know?

Given our rigorous safety standards and our preventative maintenance program, an ammonia release is highly unlikely. However, as we are all partners in our community's safety, it is important that you are aware of the following:

- You may hear a loud siren. This means there is an ammonia-related release at our plant.
- Sofina will send out a text message to everyone who has opted into our text notification system. Instructions for opting in are below and this is your best way to stay informed.
- You must "Shelter-in-Place". This means you should stay where you are and not go outside. If you are outside, you should get indoors immediately.
- If you are "Sheltering-in-Place" and you are at home, close your windows and doors and shut down your ventilation and/or air conditioning. Staying inside is the best way to protect yourself.
- If you know of neighbours or friends in the immediate area, please call or text them to make sure they are aware of the alert.



- If you are “Sheltering-in-Place” and you are in your car, remain in your car, park in a safe spot and turn the engine off.
- Once the situation is assessed, we will work with local authorities to determine appropriate next steps.
- Throughout the emergency, the public will be informed regarding the status of the emergency response and the actions being taken to resolve the situation.
- You can check our website at www.sofinafoods.com/info for updates and stay connected through local social media channels such as the Mitchell Life or Mitchell Happenings groups on Facebook.

Symptoms of exposure to ammonia can include a burning sensation in your eyes, nose or throat and in extreme cases, difficulty breathing. If you are experiencing these symptoms, you should cover your ears, nose or mouth with a towel or some type of fabric and move to an area inside. You should keep your doors and windows closed and if necessary, place towels at the base of the door. If you believe you have been exposed to ammonia, you should see a medical practitioner – either your family physician or emergency care as needed.

For more information

Text Alerts:

The text alert system will be the fastest way to receive information and stay informed. Please sign up today. You will only receive these in the event of an emergency. Please text **1-888-217-6557 and the word ‘Mitchell’** to be added to our contact list. We do not collect any personal information from this service, and you can opt-out at any time.

Contact Us:

emergencyresponse@sofinafoods.com / 519-348-0290