



March 15, 2020

Dear Valued Customer,

As the COVID-19 situation continues to evolve, we are working hard to consider what is best for the health and safety of our staff, our vendors and the customers that we serve.

With this in mind, we are implementing a coronavirus plan that will lessen the risk of spreading the virus while continuing to serve our customers in the best way possible during this challenging time.

We have already implemented numerous virus prevention strategies as advised by the *Ontario Ministry of Health* at our locations. Some additional steps in our plan that customers should be aware of include:

- Asking all staff that can work remotely to do so as of March 16th, 2020.
- Pausing all outside sales visits including travel to trade shows.
- Pausing all vendor meetings at our facilities.
- Creating smaller teams working in alternating shifts in our manufacturing and service-related departments to promote “social distancing”.
- Implementing a visitor and logistics control plan for those picking up orders or interacting with our shipping and truck service department to minimize or eliminate face to face interaction.

While our sales and customer support teams are well equipped to support our customers remotely, we request your patience as these important changes will impact the flow of in-person customer service at our facilities and may impact our “order to ship” manufacturing lead-times. As always, we will do our best to accommodate your needs!

We truly thank you for your continued support as we address this unique, ever-evolving situation.

Be safe.

James Delamere
President