



UPDATE ON OUR SERVICES & PROCEDURES TO KEEP EVERYONE HEALTHY

May 15, 2020

As COVID-19 continues to impact all our lives in many ways, we want to continue our ongoing commitment to your safety and wellbeing. During this uncertain time, the safety of our customers, contractors and employees is our #1 priority. Our team is working hard to ensure adherence to guidance provided thru our industry associations and following up with Canada and Ontario's official website to keep up with safety standards and procedures while keeping you in mind.

We will continue to work towards the goal of ensuring the continuity of our business and availability of our products. Therefore, we have taken appropriate measures to implement a business strategy to work with you and minimize service disruption.

We have established a strategy that will allow us to fulfil your orders while keeping our employees safe. For your convenience, we provided a simple list of procedures for you to abide by and respect, in order to make everything flow as smoothly as possible. In the event of necessary changes, we will continue to communicate with you promptly.

RECEIVING ORDERS

- We will continue to receive orders or answer any questions relating to our products remotely. This is to limit physical interaction and ensure social distancing is being acknowledged.
- Should you wish to place an order, please do not hesitate to contact us via **email, text, phone call or fax**

INCOMING FREIGHT CARRIERS:

- Appointments are required 24 hours prior of delivery.
- Please call the office on arrival.
- You will be directed to an off-load site.
- Please remove straps and tarps and prepare for off-loading/loading of materials.
- Once preparations are completed, please return to your vehicle; our warehouse staff will off-load/load.
- Signed documentation will be returned to the driver.



PICK-UPS IN OUR YARD:

- Our doors are locked. Please knock loudly or call upon arrival!
- Our Customer Service Representatives will be happy to process your payment by phone as our office doors will be locked. If you are unable to pay by phone, we will bring our sanitized debit machine outside to you.
- We will service your needs and appropriate paperwork will be completed.

Materials and paperwork will be brought to your vehicles. If you would like materials loaded into your vehicle, please drop your tailgate and ensure that there is enough room; otherwise we will be unable to load your vehicle until it is deemed safe to do so. This is at our forklift driver's discretion.

CONTRACTOR SELECTIONS COORDINATION:

- Our office/showroom is locked. We do not have the floor space for social distancing.
- Please call in advance to make an appointment for selections.
- Walk-ins cannot be accommodated at this time.

DELIVERIES TO JOBSITES:

- There will be no changes to our delivery process. We will be making every attempt to practice social distancing (2 metres apart) during deliveries.
- We will not ask for a signature on-site.
- Completed shipping copies will be scanned and emailed within 24 hours of delivery.
- **Payment options:** On Account, Visa, Mastercard, e-transfer or debt accepted
(no cash will be accepted)

OFFICE HOURS OF OPERATIONS:

7:00am to 5:00pm