



March 20, 2020

To Our Valued Wakefield Customers,

Ensuring the health and safety of our customers, employees, families and wider communities remains our highest priority. In keeping with the most recent guidance from both Federal and Provincial authorities we are doing our part to slow down the spread of COVID 19. We have implemented a range of measures at Wakefield to ensure we are acting responsibly during this extraordinary time.

- Our sales teams and support staff will be working from home until further notice. They will continue to support you through phone, email and virtual meetings.
- Our customer care team is fully operational and working from home. For personal service our hours of operation remain from 8:30am-4:30pm Monday-Friday across all time zones. Wakefield Orders is available 24 hours a day 7 days a week at [Wakefieldorders@wakefieldcanada.ca](mailto:Wakefieldorders@wakefieldcanada.ca).
- Our manufacturing and distribution centres remain fully operational and we have completed a thorough review of our supply chain to ensure an uninterrupted supply of products. We have also implemented strict protocols for deliveries and/or visitors to our sites.
- Our drivers have been given special instructions at this time to further protect themselves and your team members. They will be exercising social distancing and enhanced hygiene practices when visiting your facilities.

We are continuing to monitor the situation closely and will update you of any significant changes in our operations as warranted. Thank you for your continued support as we all work through this unprecedented event together.

Please feel free to contact your Wakefield Representative or Customer Service team should you have any questions.

A handwritten signature in blue ink that reads 'Dave'.

**Dave Fifield** | President