



June 1, 2020

Through the course of the COVID-19 pandemic, Wakefield continues to operate as an essential service, delivering Castrol and Wakefield branded lubricants and SuperClean cleaner/degreasers to our valued customers across Canada. Ensuring the health and safety of our customers, employees, families and wider communities has remained our top priority.

As federal, provincial and municipal governments outline gradual and methodical approaches to resuming business and social activities, and demand for our products are significantly increasing, we continue to maintain preventative measures and evolve how we support and service our customers safely.

We recognize that every customer will operate with unique safety protocols and as some customers begin to accept visits from sales professionals again, we are carefully adapting our sales activities and processes to maintain the safety of our employees and our customers:

- We have ensured ongoing communication and education to our employees on the importance of social distancing and personal hygiene practices.
- We have equipped our sales team with personal protection equipment (PPE) including masks, gloves and hand sanitizer.
- Our sales people will call ahead to confirm each customer is accepting sales visitors and if accepting, will book an appointment time.
- On site, our sales people will wear gloves upon entering, will adopt to our customer's safety protocol and will practice physical distancing at all times.
- Our sales teams will be returning to customer visits in phases and only locally as no long distance travel will be permitted at this point in time.

Our sales team also continues to serve customers by phone, email and can host virtual meetings for training, support needs and business development discussions. Please contact your Wakefield representative to confirm when they will be able to make a personal visit.

As well, our customer care team offers personal service from 8:30am - 4:30pm Monday to Friday across all time zones. Online ordering is available 24 hours a day, 7 days a week at wakefieldorders@wakefieldcanada.ca.

At Wakefield, our mission is to create exceptional customer experiences and innovative lubricant solutions every day. As we navigate through dynamic change and uncertainty together, we believe that staying true to our values remains our guiding principle. We are deeply committed to the safety and success of our customers as we work together and evolve through this unparalleled time.

Please feel free to contact your Wakefield representative or customer care team should you have any questions.

Shannon Spano

Vice President Sales, Wakefield Canada