

To our Valued Customers

Through these challenging times Wakefield Canada Inc. continues to work hard every day to deliver an uninterrupted supply of Castrol and Wakefield branded lubricants as well as SuperClean cleaner/degreasers across Canada. We also continue to emphasise the health and safety of your employees, Wakefield employees, families and wider community as a top priority.

As federal, provincial and municipal governments balance strategies of public safety and market re-openings, Wakefield will continue to work to keep your business running, delivering your product within all applicable government regulations.

We also recognize that your business may have unique safety protocols and we have mandated that our delivery and support staff adapt to your needs, to maintaining the safety of your employees and Wakefield's at all times. Wakefield will;

- Ensure our employees are informed on the most current information on the importance of social distancing and personal hygiene practices.
- Equip our field sales team with personal protection equipment (PPE) including masks, gloves and hand sanitizer. Sales reps will call ahead to confirm to book an appointment, but only if your company's policy allows for visitors.
- Adopt your safety policies and protocol in addition to practicing physical distancing, wearing masks at all times, and wearing gloves upon entering.
- Ensure field staff are limiting exposure by only travelling within their local region.
- Serve your needs through our Canadian-based customer care team from 8:30am - 4:30pm Monday to Friday across all time zones. We also offer 24/7 online ordering facility at www.wakefieldconnect.com or via email at wakefieldorders@wakefieldcanada.ca

At Wakefield, our mission is to ensure exceptional customer experiences and innovative lubricant solutions every day. As we navigate through these challenging times, we are committed to our values as guiding principles. We remain deeply committed to the safety and success of your business.

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

