



March 17, 2020

To Our Valued Partners and Suppliers,

Over the last several weeks, it has become very apparent that the impact of the Coronavirus (COVID-19) is still in its early stages within both the global economy and ours within Canada. During this time, I have been in contact with many vendors to get an update regarding what impact, if any, China will have on their supply chain, and very few have responded stating it is going to be a major issue.

Today, this virus situation is now global and changing every day within all levels of businesses and governments, placing more concerns overall. To address this, we are requesting that all our vendor partners continuously update us every two weeks, or as required, on the impact this virus is having on your supply chain that will have a negative impact on material supply in the weeks and months to follow.

In addition, with many companies implementing travel and visitation restrictions, we wish to obtain a current company contact listing for our records, and suggest that for the next few weeks, all company interaction be limited to phone calls, video conferences, text, and email – unless it is deemed an emergency. We have recently requested the same from our team.

Effective immediately, please restrict in-person visits from your sales forces to any of our locations. We will no longer be able to accept drop-offs of coffee, etc. as well. Meetings should continue digitally until further notice.

This is completely new to us all, but our industry has proven, time and time again, that we meet challenges head on and prevail. Feel free to contact either myself, Tony Codispoti, or Sylvain Vachon on this, or any other matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Clements".

Richard Clements  
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