

# COVID-19 PLAN

March 17, 2020

To our valued customers:

The team here at John L Norget as everyone has been watching the COVID-19 situation with great attention and concern. We are reaching out to our customers to provide an update on how we plan to work together through this extreme situation.

The Team here at John L Norget is focussed on the important issues of the health of our Team, along with providing the service level you as customers are used to seeing from us. We have taken precautions and are committed to doing everything possible to ensure as little disruption in supply as possible.

We have been in contact with most of our suppliers and continue to be in touch with them for any updates. We have been told by some to expect a little slower supply do to the demand that has been put on them. We will try to keep our stock levels a little higher and hope to avoid any disruptions of supply to you our customers.

Our reps have or will be in touch with you as part of their calls. Reps will be arranging other forms of sales calls (giving stores up to date order guides) that can be either phoned or emailed to their rep. Additionally, orders can be phoned in to the office (204-775-4630), faxed (204-786-2622) or emailed to [sales@norget.ca](mailto:sales@norget.ca). For those out of town accounts your sales rep or our office will supply you with any information that you will need.

No one knows what the next few weeks look like so we suggest taking a little larger orders and less often to avoid as much outside contact with our team members. (This is better for everyone)

As of now there is little disruption and business is pretty much as per norm with a few exceptions. We will continue to try to maintain our service level to the rate you expect.

Internally we have gone to great measures to protect our staff. Our facility is being cleaned daily including all work stations, lunch rooms etc. We are asking any employee who can work remotely do so. The staff that is still here have been educated on best cleaning practices both to the work area and for themselves to stay safe.

As of March 18<sup>th</sup> all travel has been suspended and reps will contact these accounts and work through the orders necessary.

We have currently shut down the warehouse and office to the public. At this time only essential staff is allowed in the building.

If you have any question or concerns please feel free to contact Kerry or Ian at the office and we will do our best to assist in answering them.

Its times like these where we all need to band together to create a safe environment for everyone.

STAY SAFE EVERYONE

Kerry Neufeld

President