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03/27/2020

Dear Customer,

The COVID-19 pandemic has created considerable uncertainty. As a supplier in the agricultural food industry, it is important we inform you as to the steps we are taking to ensure the safety of our customers and employees. We are following the recommendations/mandates as set out by our Federal and Provincial Governments. As this is a dynamic situation, we will implement additional changes as they develop.

Our preventative measures include but are not limited to;

- All travel outside of Canada has been cancelled including service work.
- Anyone who has travelled outside of Canada must self isolate for 14 days.
- Personal hygiene, specifically hand washing, has been stressed to the employees.
- Anyone experiencing symptoms will be isolated or quarantined as required and tested.
- At our facilities, all doors are locked. All those who enter are screened at the front door.
- Follow audio instructions upon arrival to the door.
- All shipping and receiving is exchanged outside of the building on a cart.
- Enhanced cleaning and disinfection of common areas and touch points is being done.
- All employees and visitors are to keep a minimum distance of 2 m (6') from one another.
- To reduce the potential for face to face exposure, we ask our customers to utilize phones, texts, emails or faxes for placing orders, arranging deliveries/pick ups.
- For on-site service we ask that all customers and their employees' distance themselves from our employees by a minimum distance of 2 m (6')
- Where possible, service work will be scheduled to be performed outside of production hours to limit exposure.

While the next few months will undoubtedly challenge our industry and the economy overall, I want to inform you that we have taken steps to ensure continued support of your operation, and to be in a position as much as is possible, to maintain business as usual.

Provide Agro as always, strives to keep a safe, healthy environment for its people, products and services especially in these challenging times.

Thank you for your understanding and stay safe!

Provide Agro Management

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