

March 17th, 2020

Dear Valued Customer,

In light of the current situation surrounding COVID-19, we at Nedco continue to listen to Health Canada and the World Health Organization to learn and understand what we are facing and how we can protect our families, our valued customers and our staff.

At this time, currently our 69 locations across Canada, as well as Nedco.ca, remain open to serve you, however we have put measures in place to ensure your safety and the safety of our employees. All orders placed for pickup will be **delivered to your vehicle** (please call upon arrival)

- We encourage **ONLINE** shopping at Nedco.ca and the Nedco Mobile APP
 - **We are waiving all** shipping charges on all online deliveries
- We are practicing **social distancing** by staying a safe distance apart and not touching each other
- All meetings will be held via conference or web-calls
- We have increased the frequency and scope of cleaning our showrooms
- Our staff will continue to frequently wash their hands and wear protective gear where necessary
- We have asked our entire sales staff not to come to work if they are not feeling well and to follow the advice of Health Canada.
- We would respectfully ask you, our valued customers to do the same

We understand that for many of our customers it is business as usual and we are committed to serving you.

- During this time of uncertainty, we have **activated** every customer's online account at Nedco.ca.
- Please contact your Nedco Sales Representative in order to gain access to your online account and login credentials.
- Our sales staff will work with you to create "**job-lists**" and create "**online quotes**" to assist you in purchasing online with us.

We will process all online orders promptly, we will continue to deliver to job sites, warehouses, residences and company addresses, or have orders ready for pickup-up at any of our 69 locations.

Again, we are committed to serve our customers during these times of uncertainty and we will continue to do everything in our power to keep us all safe.

Thank you

Nedco Executive Leadership