



Tuesday, March 17, 2020

We have been presented with an unprecedented challenge from the Covid-19 virus pandemic that has affected many countries across the world, including Canada and all the communities in which we live and work. Our thoughts are with those who have been affected by the virus.

This will be a difficult time for all of us as we begin to understand the current and potential impacts from this virus. As we adapt to this new reality, all our decisions will be guided by our principles, which remain as always, **protect our people**, **protect our customers** and **protect our businesses**.

Our customers and communities are being challenged by these unique circumstances. We, as an organization, feel that we have a duty and a responsibility to make provisions to provide the critical services they depend on. We will continue to meet this commitment while taking the appropriate precautions to operate safely; although we expect we may need to adjust how these services are delivered. We remain focused on the care and well-being of all our employees and are committed to take deliberate steps to ensure their ongoing safety and welfare.

It is vital to us that our products continue to be available to our customers and our communities. For now, we will be continuing to serve our clients in the most expeditious and professional manner possible. This is a fluid state and we will be monitoring and adjusting our response to this situation daily.

During this difficult time, it is important that we continue to support and connect with each other to protect our collective health and safety.

Thank you,

John Irving

Hans Klohn