



## COVID-19 Update – A Message to Customers

We understand this is a challenging time and we've put our business continuity plans into action. As the Coronavirus (COVID-19) situation continues to develop, we are doing everything we can to enhance the safety and well-being of our customers and employees. Woodrill is closely monitoring the situation and taking a number of proactive and precautionary steps to protect you, our team and our community.

As we strive to continue to provide the highest level of customer service, while also taking the needs of our team into consideration, we have decided to take the following actions:

### ***Customer Interactions:***

To the best of our ability, we will maintain a "business as usual" approach. We are, however, encouraging our customers to work with us and adopt the use of alternate methods to complete interactions.

We request that you refrain from entering our office until further notice. At Woodrill, we can convey information by phone or share updates through email. As always, we will do our best to accommodate your preferences, however, in line with the social distancing measures put in place by the government, we will be cancelling in person meetings and limiting services in the office at this time.

As you have done in the past, you are welcome to communicate directly with our team via email. This is often the quickest way to connect with a team member. Also, we are still only a call away. We will make every effort to answer your calls directly, leave a detailed message and we will return your call as soon as possible.

Secure Drop Boxes are being installed outside of our Marsville and Guelph offices for the receipt of payments and other documents. Alternatively, please mail in a cheque or call the office and we will process your payment by VISA. In addition, we have the ability to email invoices and electronically transfer funds (EFT) in order to reduce the physical transfers between Woodrill and our customers.

Should you require additional assistance, such as purchases and pick ups please phone ahead to make suitable arrangements.

### ***Employees:***

Our employees have been instructed to take a number of precautionary measures to mitigate their exposure and limit the possibility of infection. Some of those precautions include:

- Asking customers and employees not to enter if they are showing symptoms or have travelled in the last 2 weeks
- Frequent handwashing and use of sanitizer by everyone upon entering
- Social Distancing - keeping a safe distance (2 metres) apart

The purpose of this information is to keep you updated on our steps as an organization. It reflects our best knowledge at the time of writing and will be continually updated. The health and safety of our customers and staff is our number one priority. We appreciate your patience while we work through this complex and unprecedented situation.

Sincerely,

Greg Hannam,  
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