

Emco and COVID-19

March 17th, 2020

We are living through a new reality together with the emergence of COVID-19. In addition to our teammates, you, your health, your business and your families are part of our circle of caring and concern. We have acted consistent with our core values and guidance from authorities to contain the spread and impact of the Coronavirus. The purpose of this note is to share our action plan with you, as outlined below.

- Our locations are open today...we are here to support you with inventory, service and people.
- We are restricting the flow of visitors, (i.e. vendors) but our counters are open for business.
- We are implementing heightened safety and cleanliness standards in our customer facing/high touch areas i.e. showrooms and counters.
- We have issued social distancing guidelines.
- We encourage you to use e-mail, text, web order entry and will call as communication vehicles to support your needs.
- We are preparing contingency plans on how to support you in the event of temporary business closures
- We are providing regular guidance to our teammates on COVID-19 symptoms and preventative measures, with the overriding theme being their and your health and safety
- We will work to provide you with timely communication on changes, locally and nationally (if necessary) If you would like to monitor our communication, please visit our website www.emco.ca
- Further questions should be directed to your local Manager or sales representative

This is a dynamic situation, and we will continue to stay close to the changes as they evolve. You can rely on us to lead consistent with our core values of fairness and caring and trust and respect, which have stood strong since 1906. Our goal is that we work through this new set of challenges together. Thanks a lot for your confidence in us to support your success

Take care....Rick



Rick Fantham
President and CEO
Emco Corporation