

# **DURAMILL**

## **INDUSTRIAL SUPPLIES**

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March 24, 2020

To Our Valued Customers,

We value our relationship with our business partners. We will continue to work together through these challenging times. Thank you for your understanding.

As you know, COVID-19 is having a large effect on the daily life of everyone around the world. Duramill is continually monitoring each and every new development in order to ensure that we are doing everything necessary to ensure the health and safety of our employees and our customers.

On March 24, Ontario issued a list of businesses that are considered essential and based on this, Duramill is deemed essential. Duramill will remain open, until further notice, meeting the product and service needs of our customers.

In an effort to keep our staff safe, Duramill now has 65% of its employees servicing our customers from home offices.

We still have essential warehouse staff who are working in a controlled environment to protect their health and safety.

Please give us a call or send us an email should you wish to place an order, ask a question and/or provide feedback.

Be safe and be well.

Dan Matthews  
President  
Duramill Industrial Supplies

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# **DURAMILL**

## **INDUSTRIAL SUPPLIES**

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March 17, 2020

Dear Valued Customers,

We continue to monitor the impact of the Coronavirus (COVID-19) and the risk to our customers, co-workers and communities. It is of utmost importance that we ensure the health and safety of our co-workers yet continue to service our customers while doing our part to limit the spread of COVID-19 throughout the communities in which we operate. Below are several measures we have implemented to ensure that end.

We are continually assessing the operational and supply chain risk and are taking necessary actions to limit disruptions to our customers.

- All our distribution locations will remain open and operational
- Our sales team is to refrain from going to our customers' place of business. Support to our customers will be provided through telephone and email to reduce the risk of exposure
- If there is a special need that does arise please contact your Territory Manager so you can be advised of options and alternatives to solve your requirement.

Additionally, we have implemented a number of procedures to contribute to the health and safety of our co-workers including:

- No visitors will be allowed in our facilities with the exceptions of couriers, pick-ups, and mail delivery only
- Stress the need for our employees to limit their interactions with others.

We thank you for your continued support; we will provide updates as more information becomes available.

Sincerely,

Dan Matthews  
President  
Duramill Industrial Supplies

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