

COVID-19: PREVENTIVES MEASURES

To all our customers

Mercier, March 16th, 2020

Dear customers,

We continue to closely monitor the situation concerning the COVID-19.

The health of our employees is our top concern. We have implemented the following measures to minimize the health and safety risks for all of our employees and customers:

- All employees who can work from home are encouraged to do so;
- All business meetings have been postponed, cancelled or will be held by videoconferencing;
- All corporate events and business travels, have been cancelled or rescheduled;
- All employees who have travelled abroad within the last 2 weeks or is scheduled to travel abroad, is required to stay home upon their return;
- All employees who experience flu-like symptoms are required to stay home;
- Additional sanitary measures have also been implemented, such as :
 - We've increased the cleaning frequency of all of our establishments;
 - Hand sanitizers have been made available to all of our employees ;
 - Reminders have been placed in key areas, reminding all employees about the appropriate hygiene practices they should adopt to prevent the spread of the virus;

We are taking the necessary precautions to minimize the impact of this situation on our operations and continue offering the level of service you have come to expect. Though, as we are operating with reduced staff, involuntary service delays may occur for reasons beyond our control. We will rectify this situation as soon as it is safely permitted to do so.

We thank you for your understanding and support. You can be certain that the health and wellbeing of our employees, customers and partners remain our highest priority.

We look forward to serving you!