

CONTRO VALVE

March 24th, 2020

Re: Covid-19 and Risk Mitigation at Contro Valve Equipment Inc.

Dear Clients and Partners,

In view of the announcements made by the provincial governments of Ontario and Quebec on March 23rd regarding additional measures to control the spread of the Covid-19 virus, we have carefully reviewed the regulations that have been published by the respective provinces and can confirm the following;

- Contro Valves's facilities across eastern Canada will be open for business as our activities are critical to the continuity of the essential business and services that the governments have identified.
- All our required staff will be available to respond to our customer's needs during this critical period. Our personnel may be contacted at our regular phone numbers and email addresses to receive your orders, answer your questions, arrange deliveries and/or service work. Our after-hours answering service will also remain completely functional during this period to respond to all customer inquiries.
- The health and safety of our employees is our first priority. We have instructed many of our sales and administrative staff to work remotely to severely limit the number of people physically present at our facilities. We are also implementing split work shifts for our assembly and repair technicians to limit the size of work teams.
- We are following all government guidelines and are taking all measures necessary to protect our employees by;
 - increasing physical separation at work stations
 - encouraging good hygiene including frequent hand washing
 - cleaning our facilities at regular intervals.
 - controlling access by visitors and service providers to our facilities
- Where possible, we will arrange for direct shipment of goods from our suppliers directly to customers without necessarily transiting through our facilities.
- We carry a significant inventory of parts, valve assemblies and instruments at our major locations. We rely on the supply chains of a number of manufacturers with whom we have long standing relationships. At this point we are not aware of any impacts from the virus outbreak that could significantly affect our ability to meet existing customer orders or to respond to any new orders that we may receive.

We thank you for your support during these challenging times.

Sincerely,



Michael C. Wilson
President