



March 20, 2020

Dear Valued Customers,

As the COVID-19 situation evolves daily, I would like to reassure our customers and partners by informing you of the actions we've taken to do our part to limit the spread of novel coronavirus in our community. We care deeply about your wellbeing and that of our associates, suppliers, and their families. We are committed to doing all that we can to keep our facilities safe for everyone.

Currently, our 26 branches across Canada and our distribution centers remain open. We have engaged our business continuity plan and put several additional safety measures in place.

**Serving our customers**

- Customer Site Support (Vending and VMI) – Vallen has requested customers to perform scanning and put-away of product into the VMI Bins and Vending Machines. Where this is not possible, Vallen has implemented a strict protocol, including scheduling, cleaning (before and after putting away), social distancing and interaction with customer staff
- Customer On-Site Operations – All sites are operating, and we are following our customers business continuity plans and protocols

**Safety measures for our employees, contractors, and customers:**

- Internal communication on hygiene and protection measures
- Increased cleaning frequency on work surfaces and all used surfaces
- Working towards the installation of a thermal camera in the Edmonton distribution center at the employee entrance
- Restriction and significant limitation of visits to the offices of our branches and head office
- Business meetings by videoconference or telephone
- Work from home protocol has been implemented in large team environments
- We are all practicing social distancing

**Placing orders and interacting with Vallen**

To avoid physical contact as much as possible, we are encouraging customers to pre-order whenever possible, ideally online via [vallen.ca](http://vallen.ca), our mobile app, or by phone/email at any of our branches. If you need to pick your order up at a branch, we recommend calling in advance and we will bring your order out to you upon your arrival.

We are monitoring the situation daily and assessing the level of risk associated with COVID-19. As the situation changes nationally, or at any of our locations, we will provide updates on <https://www.vallen.ca/content/coronavirus>.

Thank you for your business and patience during these uncertain times.



Karen Chester

Vallen Canada President