



May 8, 2020

Dear customers,

This letter is to inform you that Sarnia Piping Specialties Ltd. (SPS) is deemed an essential business and will remain open.

SPS is and will continue to follow the direction from public health officials to protect our employees, business partners, customers, families and the broader community. We have implemented a work from home initiative for our employees who are able to work remotely at full capacity. Our employees who cannot, will continue regular business roles and responsibilities at our facility. We aim to continue operations to serve our customers with limited delays and keep overall safety at the forefront.

We have decided to suspend all in-person sales calls, non-essential onsite service visits and customer visits at our location until further notice. If needed, we can schedule a video/audio conference call as appropriate.

In regard to service and repair inquiries, our preference is to have the equipment sent to our facility, subject to accompaniment of MSDS disclosure, neutralization and safe handling tagging. Service on-site or sending the equipment to our facility to be qualified case by case. If an onsite visit is required, below is the requirement:

1. SPS technicians going to work at a job site must travel individually in a vehicle. Passengers are not allowed.
2. When working on the job site, all work must be performed at a minimum social distance of 2 feet, otherwise, proper PPE (Personal Protective Equipment) must be worn.
3. All job sites/shops must provide heated clean running water for hand washing stations and washrooms. Hand washing stations and washrooms must be adequately cleaned to avoid contamination.
4. Lunchrooms and breakrooms must be set up to ensure at least 2 meters (6ft) between employees at all times, including while entering and exiting these rooms. These rooms must be adequately cleaned to avoid contamination.
5. Tools and Equipment must be properly cleaned and sanitized prior to sharing with other individual.

On behalf of the entire SPS team, we thank you for your continued business and support.
Stay safe and healthy.

Best regards,

Richard Felton

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