



## COVID-19: A MESSAGE TO OUR VALUED CUSTOMERS

As we continue to monitor the effects of COVID-19 (Coronavirus), we want to assure you that we take the safety of all our customers, our staff, and their families very seriously. To ensure this safety, we have trained our staff and implemented preventative measures to safeguard all those who visit our stores and those that we deliver to.

While COVID-19 is a severe issue, we also wish to continue providing excellent and safe service to all of our customers. In order to do so, we have implemented the following practices:

- Drivers have been instructed to perform No-Contact Delivery where possible. To further assist this practice drivers will no longer require electronic signatures for deliveries. In addition, drivers will follow any special requirements for onsite delivery protocol as set forth by the customer.
- Staff are wearing disposable gloves and cleaning and disinfecting frequently used surfaces and items, in addition to frequently washing their hands.
- All staff members have been advised to alert their supervisors and to contact Healthlinks if they are feeling unwell or have travelled internationally. It is our policy to have any staff that have travelled internationally to self-isolate for a minimum of two weeks.

We want to reassure you that all of our water is purified and produced following regulations set forth by the Canadian Bottled Water Association and the Public Health Agency of Canada. Our purification process eliminates the COVID-19 virus. The Federal Government has deemed bottled water an essential service and we want to assure you that our production facility will be able to continue to operate and provide you with safe drinking water.

As the situation progresses, we will continue to review all available information provided by local and federal Health Authorities and assess our preventative measures, making adjustments as needed.

Thank you for your continued support and understanding, and we look forward to providing the level of service that you are used to enjoying each and everyday.

Sincerely,

A handwritten signature in black ink, appearing to read "Kurt Friesen", with a long horizontal line extending to the right.

Kurt Friesen  
Vice President  
Corpells' Water