

## A Message To Our Valued Customers During COVID-19:

Thank you for taking a moment to read this update regarding Westrim Plumbing and Heating's response to the recent COVID-19 pandemic. We at Westrim are committed to supporting the safety and health of our customers, staff, and families and friends involved. Through monitoring the Government/Health Authority's protocols in response to the pandemic, in balance with providing our customers with the level of service they have come to know from Westrim, please note the following changes in our operation:

Currently, we continue to operate during our normal business hours. While we are still scheduling service calls as normal, please note that urgent issues and emergencies (such as plugged drainages, heating malfunctions, and leakages) will take precedence over non-emergency work. In the event of limitations imposed by a staff shortage or Government recommendation, non-emergency work may be rescheduled for a later date.

We also want to assure you that precautions have been taken to help ensure the recommended hand hygiene and social distancing protocols are being practiced by all staff members. In addition, we've maintained our general practice to have staff stay home if they are ill.

Should there be any change to our business hours or service based on the Health Authority's recommendations for the prevention of the spread of COVID-19, we will provide new information as soon as possible. We thank you for your patronage and wish you all health and safety in the next coming weeks.

Thank you,

The Team at Westrim Plumbing and Heating Ltd.