



Emco Corporation
2124 Oxford Street East
London, ON
N5V 0B7

March 26, 2020

RE: Provincial Governments - Essential Service Announcement

Dear valued customers,

We are sending you this letter to clarify Emco's position on the recent government announcement on essential services in Ontario and Quebec. We are continuing to monitor this situation closely, as our number one priority is the health and safety of our customers, teammates and the communities we serve.

Emco's Plumbing, HVAC-R, Waterworks and Industrial services are an important part of the essential service supply chain, and therefore we will continue to support our customers by taking orders over the phone or by email.

Safety Measures in Place:

- Only Emco teammates will have access to our Profit Centre locations
- Customers will be restricted from entering Profit Centres but will have access to place orders over the phone or by email and arrangements can be made for delivery and pick-up.

How to Place or Pick-Up an Order:

- With respect to social distancing protocols, please do not visit a Profit Centre to place or pick-up an order. Instead, contact your local Profit Centre team and they will be happy to provide assistance.

Inventory:

- We are monitoring a supply chain of over 157 manufacturers and with a few exceptions, disruptions are minor. Logistics are the immediate concern (i.e. border crossing), and we are currently working through solutions.

If you have any questions, please contact your local Profit Centre team directly, and they will be happy to help.

We appreciate your patience and support as we all navigate our way through these uncertain times.

Sincerely,

Sean Kelly
Division Vice President
Canada Plumbing

Roger Poitras
Division Vice President
Canada HVAC-R

Paul Ganger
Division Vice President
Canada Waterworks

Kevin O'Reilly
Vice President & General
Manager Westlund