



Updated March 26, 2020

TO ALL VENDORS, SUPPLIERS AND CLIENTS OF THE RBW GROUP OF COMPANIES

As the world continues to respond to the rapidly evolving COVID-19 pandemic, The RBW Group of Companies continues to monitor the latest information being provided by Centers for Disease Controls (CDC), the World Health Organization (WHO), Government leaders, and local health officials. The health and safety of RBW's staff and customers takes precedence during these uncertain times, and as such, we have taken several precautions in efforts to protect our people, our clients and anyone we may encounter while we continue to do business.

These include:

- Advising that all staff self-isolate for the recommended 14 days before returning to work for any of the following reasons:
 - they are returning home from having travelled outside of Canada
 - they are experiencing symptoms of illness or fever
 - they have been in close contact with anyone who has a confirmed diagnosis of COVID-19
 - any employee calling in sick undergoes a series of further screening questions and must be cleared before being allowed to return to work
- While our operations do not require us to travel outside of Canada; we have also limited all provincial travel to only travel which is essential. We have advised our sales staff to move any upcoming appointments to phone conference calls or video chat and to postpone any unnecessary site visits to our customers' locations or offices.
- Asking our employees to observe the recommendations for everyday preventive actions, such as:
 - avoiding close contact with people
 - avoiding large gatherings and staying home when possible
 - avoiding touching of eyes, nose, and mouth
 - avoiding handshakes and hugs
 - practicing proper coughing and sneezing protocol
 - washing their hands often with soap/water and if soap/water is not available, with alcohol-based hand sanitizer
 - we have put up signage at our facilities and rearranged lunchroom seating to adhere to safe social distancing practices
- Sales staff and some office employees are working from home
- Increasing the frequency of cleaning and sanitizing procedures at our facilities
- Screening any non-RBW employees prior to allowing access to our facilities
- We are asking our customers if we are required to enter their site to perform work, to please advise us of any specific or unique instructions or policies they have in place for COVID-19, so that we can best be prepared to cooperate with these policies.

We understand the inconvenience of implementing some of these precautions, but the health and safety of our employees and those we work with remains our top priority. As it is unclear how long these restrictions will remain in place, we will continue to vigilantly monitor the situation and will make every reasonable effort to maintain our operations and commitments, without disruptions. Thank you for your patience and understanding as we work through this challenging time.

Sincerely,

Lynn and Rick Williams
Owners, RBW Group of Companies