



33 Park Street Chatham, Ontario, N7M 3R2  
Phone (519) 351-9119 Fax (519) 351-9818

March 16, 2020

To our valued clients,

Alike many of you, we have been monitoring the Coronavirus (COVID-19) outbreak very closely since it has been declared a global pandemic by the World Health Organization. This is an ever-evolving situation and we recognize that we all need to make decisions that best support our own health and the health of those around us. There is a great deal of uncertainty right now so we wanted to reach out directly to you, our clients. As efforts concerning the containment of COVID-19 expand and evolve here in Canada, and world-wide, we want to assure you that we have a continued focus on the following:

1. Ensuring the safety of our employees, clients and installers;
2. Continuing to provide exceptional service to our client's; and
3. Supporting local efforts to limit the spread and impact of COVID-19

Informed by guidance from the Federal Government and the Public Health Agency of Canada, we are prepared to make real-time decisions for the well-being of our clients, employees and community.

In the meantime, we want you to feel safe when you enter our facility and when our employees and installers enter your homes. As such, we have equipped our facility with additional cleaning protocols, with a focus on high traffic contact areas several times a day. All of our employees have been advised to follow a safety protocol of regular handwashing and ongoing cleaning of surfaces, minimal physical contact and staying home if they feel unwell in self-isolation. We are additionally asking all employees to seek appropriate medical attention if they have symptoms consistent with COVID-19.

To help protect yourself and others, per the guidelines as set forth by the Government of Canada, we ask that if you or someone who resides in your household has recently travelled outside of Canada to self-isolate for fourteen (14) days after returning to Canada, regardless if you have symptoms or not. We also ask that you advise our Project Coordinations team immediately to reschedule your appointment for delivery, install or service. You can be assured that we will do our very best to work with you to coordinate an alternate date with the least amount of disruption to your schedule as possible. You can reach our Project Coordinations team by emailing [pc@mylen.ca](mailto:pc@mylen.ca) or by calling 519-351-9119 ext. 231. Please know that we are doing our part by putting the necessary health and safety practices in place so that our staff are protected.

At Mylen, we value our relationship with you. Please be assured that we are doing all that we can to support the safety and well-being of our customers and staff. Thank you for your cooperation and efforts to ensure the health and well-being of yourself and others during this time.

Sincerely,

A handwritten signature in black ink, appearing to read 'Eric Hart', written in a cursive style.

Eric Hart  
Chief Executive Officer