



October 21<sup>st</sup>, 2020

Dear Valued Customer

Re: COVID -19 UPDATE

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Since the state of emergency issued back in March due to the Coronavirus (COVID-19) pandemic, we have all played our part to reduce the risk of spreading the virus. As restrictions open and keeping the new normal in mind, Quality Concrete Inc. has developed an operational plan that has implemented safety guidelines and best practices throughout this pandemic to help ensure the health and safety of our employees, customers, subcontractors and visitors.

We are working hard to ensure you have access to the products and support you require while we continue to operate in the safest and most efficient way. We would like to communicate some information on our efforts in handling this pandemic.

Quality Concrete's operational plan includes pre-screening tools for all individuals accessing our facilities; we do this through daily employee screening questions prior to reporting for duty, any subcontractors accessing our sites must undergo a site orientation and complete a screening questionnaire and facilities have limited access to our sites from visitors by means of meeting safety criteria prior to entry.

We have taken additional precautions when it comes to the cleanliness of our facilities and continue to promote awareness on maintaining and practicing good hygiene by adding additional cleaning and disinfecting protocols and monitoring procedures as well implementing cleaning stations, awareness signage and facilitating personal hygiene etiquette. Based on an internal COVID-19 risk assessment we have reduced access to areas within our buildings as well as limited numbers of individuals within those areas to allow for social distancing, our safety guidelines set fourth personal protection use such as facemasks when the distancing of 2m (6ft) is not possible. We have also posted awareness posters and signage at entry/exit points and high traffic areas as well as barricades where deemed necessary.

It is everyone's responsibility to help minimize risk and look out for their own safety and the safety of others. We ask that you take into consideration your family, friends and coworkers by following the preventative measures and guidelines set out to help us in exposure control. Quality Concrete will continue to strive towards providing the safest possible environment for our employees, customers, subcontractors and visitors all while continuing to follow the provincial guidelines put in place to keep us all safe.

We thank you for your continued support and cooperation as we work through these difficult times together.

Yours truly,  
Quality Concrete Inc.