

To our Valued Customers, Vendors & Employees

March 18, 2020

During this unprecedented time, we wanted to let you know that the team at Stephenson's Rental Services is working hard to closely monitor this dynamic event to ensure our employees and customers that we are committed to doing our part to help prevent the spread of the virus.

The Federal and Provincial governments have all taken steps to address the spread of this virus as recommended by public health officials, including increasing social distancing and looking at programs that will help to protect all of us. However, these governments have not shut down businesses and have continued to take measures to help support our economy by keeping trade and supply channels open. We believe that Stephenson's can continue to support our customers and the economy, all the while ensuring that we take measures to support and keep our team members safe.

What are we doing to Help?

Since the onset, we have been monitoring this situation very closely, and as a result, we have already implemented several initiatives to do our part, including:

- **Regular communications** – The executive team is meeting each evening and during the day as necessary, and we are sending out communications to our team members on a regular basis.
- **Ongoing monitoring** – We are keeping up to date on the World Health Organization, Federal, and Provincial government decisions. We have also implemented internal reporting & monitoring of issues related to travel, symptoms, and exposure and will continue to do so.
- **Business planning** – We have systems in place to continue to support our people and customers, including backups for payroll, IT and other systems to ensure business continuity.
- **Social Distancing** – We have some people working from home and moved to smaller group meetings (i.e. toolbox talks, etc.). We have cancelled external training at our facilities, with the exception of compliance and essential training for our team members.
- **Precautionary Practices** – Emphasis remains on handwashing (education and posters), coughing/sneezing into elbows, & maintaining a social distance of 6ft. We have ordered hand sanitizer for all locations as well as back up supplies. Gloves remain available for our team members, and we are sourcing new disinfectant sprays and sanitizing wipes.
- **Cleaning Practices** – We encourage employees to constantly clean and disinfect high contact areas such as surfaces, handles, taps, and electronics. In addition, we are testing an improved method to clean and disinfect our rental equipment.
- **Customer Contact** – We remain in contact with our customers and serving them in ways that not only best suit them but in ways that suit us. While some sites have closed, the majority remain open, and we are there to help.

What we ask of you as a Customer, Vendor, and Employee:

- **Call Us!** – When and where possible, please **contact our staff via the phone and email as much as possible** to limit unnecessary face-to-face interactions with our teams.
- **Social Distance** – Please be mindful of maintaining the 6 feet of distance while in our facilities
- **Self-Monitor** - If you or a family member has a fever and a cough and shortness of breath, then advise your manager and *do not come into our facilities*. Immediately contact your public health agency for more direction.
- **Travel** - If you are returning from out of the country, you must stay home for a 14-day period, which is 10 workdays. Please do not enter our facilities until the 14-day quarantine period has elapsed and you are symptom-free.
- **Be Patient** – Our aim is to not interrupt our service levels while keeping employees as safe as possible. This involves everyone using common courtesy and common sense.

We remain committed to the **safety of our entire network** – customers, employees, and vendors, and we will continue to follow the direction of government and public health officials. At this time, we remain open and should anything change, we will follow the government's advice and lead.

Please stay tuned for ongoing updates. Thank you and your family again for your ongoing support and hope that you are all safe and coping through these unprecedented times. We are all in this together.

Warmest regards,



Guy Manuel
President & CEO