

COVID-19 UPDATE

We wanted to share some clarity with you on how COVID-19 is impacting MiTek Canada, our warehouses, manufacturing, employees, our customers' businesses and our suppliers:

- Our Ontario warehousing and manufacturing locations are open and maintaining business as usual (as much as possible in these unusual times).
- We are limiting visitors to all of our facilities and have all of our office staff working remotely.
- We have temporarily stopped machinery service and installations.
- Our Calgary, AB, and Surrey, BC, warehouses are open and maintaining business as usual.
- The Dieppe, NB, distribution centre is open and maintaining business as usual.
- Our Quebec Warehouse is open and our Quebec office employees are all working remotely.
- All MiTek Supporting Services (including Technical Support, Engineering, Accounting, and Customer Service) are fully operational nationwide and available via email or telephone.
- Our suppliers all seem to be staying open, albeit some with reduced staff. This may change without advanced notice, depending on how this health crisis progresses in Canada.

We are trying our best to avoid delays, however, due to the potential for reduced resources, we ask that you please try your best to order in advance. It is important to make preparations for contingencies as delays may happen. We assure you that MiTek is doing everything in our control to manage the continual supply and production of products, software, services and machinery to help you run your businesses.