

April 8, 2020

Navigating COVID-19:

Wolseley Industrial Branches Remain Open for Business Under Updated Protocols

Dear valued customers,

In response to widespread concerns over COVID-19, there have been various degrees on regulated actions across Canada. This ranges from the complete closure of non-essential workplaces to the implementation of increased safety protocols. While the guidelines for businesses in Canada vary by province, each province that has issued a closure order has deemed businesses like ours as essential, as we provide products and services critical to the infrastructure needs of our communities. **Wolseley Industrial branches are open for business, with new health and safety protocols in place.**

Our customers are considered essential workers, critical to preserving health and basic societal functioning. In these turbulent times, our communities rely on professionals like you more than ever. We salute you for all that you do in continued support of the oil and gas, petrochemical, mining, pulp and paper industries, and more.

We are dedicated to supporting our customers and the important work you do across the country. You can rely on us to provide the services and products you need to get the job done.

Our Commitment To Safety

We have put in place measures to help ensure the safety of our associates and customers, including the following:

- To ensure social distancing, only Wolseley associates will have access to our branch facilities across the country.
- While customers will be restricted from entering our locations, all customers will still be able to use convenient alternatives to place orders, and options are available for pick up and delivery.

Placing Your Order

- Call ahead! We are happy to take your order over the phone.
- Branch Pick-Up (with safety protocols) and shipping options continue to be available.

Picking Up Your Order

- Please do not attempt to enter the branch; the doors will be locked. Instead, call the branch to let our associates know you have arrived for pick up.
- Instructions for pick up and contact details will be posted on the branch doors.
- Over the phone, our associates will discuss arrangements for order pick up specific to that location, with respect to all protocols for social distancing.

Returns:

- Wolseley Canada will not be accepting returns at this time.

Staying Up To Date

The COVID-19 situation is fast-moving and unprecedented. For ongoing updates, please check the [Wolseley Industrial](#) website.

We are all in this together

The health and safety of our customers, associates and neighbours remains our top priority. We are dedicated to doing our best to serve you, so you can continue working hard for our communities. We continue to be confident in our swift decisions, following the latest information and guidance set by the [Government of Canada](#) and [World Health Organization \(WHO\)](#), so we can safely serve each of you.

Recognizing that flattening the curve and safeguarding our cities is a group effort, we thank you for all you do and for your unwavering support. By working together, we can all stay strong.

For any questions, please contact us at customer.feedback@wolseleyinc.ca

Sincerely,

Donald Ziesman

General Manager,
Wolseley Industrial