

Tuesday, March 24, 2020

Navigating COVID-19:

Wolseley Branches Remain Open for Business Under Updated Protocols

Dear valued customers,

As many of you have heard, in response to widespread concerns over COVID-19, the [Quebec](#) and [Ontario](#) governments have ordered the closure of all non-essential workplaces in both provinces, effective tonight at 11:59 p.m. Following the guidelines of these provincial governments, Wolseley Canada is deemed an essential business as we provide products and services critical to the infrastructure needs of our communities. **Our branches will remain open for business under the updated protocols we announced yesterday.**

Our customers are considered essential workers, critical to preserving health and basic societal functioning. Canadian communities rely on plumbing, HVAC/R, Waterworks and Industrial professionals to help maintain safe drinking water, sanitary and HVAC/R systems and so much more. We are dedicated to supporting our customers and the important work you do across the country.

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 and showroom 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

For plumbing, HVAC and Waterworks customers:

- Shop and place orders 24/7 on Wolseley Express. If you don't already have an account, you can register at: <https://www.wolseleyexpress.com/UserRegistration/Registration>
- For more information on Wolseley Express and tips for using our key features, [click here](#).

For all customers:

- Call ahead! We are happy to take your order over the phone.
- Express Pick-Up 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.

Please [click here](#) to read yesterday's message with full details and the latest information on payment options, returns and more.

Staying Up To Date

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

As we will increasingly rely on digital communication channels, we encourage you to sign up for our emails to stay up to date with all our news, promotions and Wolseley Express updates. You can sign up [here](#).

While the current environment is dynamic, we appreciate your support as we navigate COVID-19 together. The health and safety of our customers, associates and communities remains our top priority, and we recognize the important role that our team fulfills in our communities. We continue to be confident in our swift decisions to safeguard our communities and to serve each of you.

By working together, and following the latest information and guidance set by the [Government of Canada](#) and [World Health Organization \(WHO\)](#), we can all do our part to slow the spread of this virus.

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

Sincerely,

Kevin Fancey

President,

Wolseley Canada