

March 30, 2020

NEXT Supply is open and committed as ever to providing you with the products you need, reliable on-time delivery and the full service and support you've always known us for. We are working together with guidance from health authorities to ensure the safety of all coworkers, customers and the communities we serve. We are closely monitoring the situation and, as deemed an essential service in Ontario, we will communicate all new developments as they arise.

In these extraordinary times, to minimize the spread of COVID-19 and ensure all teams' safety, here is what we are doing for you.

- All order desk and delivery operations are open as usual, working Monday – Thursday until 7pm and on Fridays until 6pm. **Email** order@nextsupply.ca. **Call** your NEXT Sales Representative or simply call our general line at [289-982-NEXT\(6398\)](tel:289-982-NEXT(6398)) **Go online** nextsupply.ca. **NEXT after hours emergency service line** remains open by calling [289-982-NEXT\(6398\)](tel:289-982-NEXT(6398))
- All 11 pick up counter warehouse locations remain open; come on in or feel free to call/email ahead if you prefer your order to be ready for you. To ensure proper sanitation and rest, we are closing Monday-Friday at 5pm and will be closed on Saturdays.
- We are implementing heightened safety and cleanliness standards in our customer facing/high touch areas and counters.
We are not accepting cash for any payments and we are not accepting any product returns until further notice, as an effort to further control the transmission of the virus.
We are asking customers to please wash &/or sanitize hands before coming into the counter area and to please respect physical distancing.
- Through substantial effort, we implemented procedures for many colleagues to be able to work remotely to help minimize the spread. The entire NEXT team continues to be available to service you.

NEXT is here for you! We are operating with a commitment that continues to serve you. We understand that especially in these uncertain times, fill-rate coupled with our on-time and rush delivery service is paramount to you getting your job done.

Together, we will get through this. Stay in touch by visiting nextsupply.ca or on our social media channels.

Sincerely,

Your friends at NEXT Supply