



March 31, 2020

Attention Customers:

Thank you for your continued patience and support during this time. The health and safety of our customers and staff remain our number one priority.

We are continuing to closely monitor the rapidly evolving COVID-19 situation. I am writing to provide you with an update on the state of our operations and our supply chain, as well as how we are addressing safety for our customers and associates.

Operations

AMRE Supply has been recognized as an “Essential Business”

To date, many provincial governments have each separately provided a list of businesses and services that are deemed essential. We anticipate similar lists to be released by other provinces in the coming days. Based on the lists we have seen so far in Ontario, Quebec, BC, Alberta, and Manitoba, AMRE Supply Canada is considered an essential business. We are critical to the infrastructure needs of our communities; as customers rely on our products and services to help maintain safe drinking water, sanitary systems, repairs, HVAC systems, janitorial and maintenance supplies to facilities and property management and so much more. This means AMRE will be there to continue to serve our customers.

Our branch counters are now closed, but we are still OPEN for business

As of Friday March 20th, AMRE Supply has temporarily closed our “instore” shopping experience, but please have the full confidence that we are here to service your needs at all locations with our new “Curbside” pickup option. This means all of our local branches remain operational with new protocols for drive-thru curbside pickup.

For immediate needs our local branch sales teams are on site as and will do their best to meet your needs as soon as possible. Please contact your local branch directly at the local number which can be found on our website at <https://www.amresupply.com/locations>

Curbside Pickup Instructions

Note: We please ask that you do not proceed to your local branch for pickup until you have been contacted advising that your order is ready.

After placing your order via our AMRE website, over the phone, or email, our branches will do their best to have your order ready for pickup within 24hrs and will contact you as soon as it is ready. If your needs are urgent, please speak to your local sales representative or leave a detailed note during your website checkout process.

When arriving at your local branch for pickup, please dial the local number for further instructions. For branches with dedicated warehouse pickup lines, please select warehouse pickup option from the menu. Our staff will then locate your order, provide instructions, and bring your order curbside to your vehicle.

For immediate needs our local branch sales teams are on site as and will do their best to meet your needs as soon as possible. Please contact your local branch directly at the local number which can be found on our website at <https://www.amresupply.com/locations>

Website Request

We kindly and urgently ask that all customers when absolutely possibly use our AMRE website to place your orders at www.amresupply.com. This will free up our teams allowing them to serve your needs through our new processes and provide assistance to those requiring it.

If you are an account holder and require log-in assistance, please visit our website at <https://www.amresupply.com/sections/request-login> and our team will assist you as soon as possible.

National Customer Care Center Call Volume

Due to this change in operations, our phones may experience increased call volumes. If you are unable to get through to our Customer Care Centre, you can also contact your local branch directly. Local branch phone numbers can be found at <https://www.amresupply.com/locations>. We thank you for your continued patience during this time.

Warehouse & Delivery

Our warehouse and delivery teams are currently fully operational, although operating with new processes to ensure social distancing and protection to our customers and staff.

Effective immediately, AMRE delivery drivers will not enter buildings to make deliveries into any customer suites. Customers will be asked to meet our drivers at the exterior of the building. Our drivers will continue with a very high level of cleaning and protection by wearing disposable gloves on each delivery and continued sanitization of their hands and vehicle after each delivery. We will no longer require signatures at delivery. New protocols however are in place to record proof of delivery and ensure social distancing to keep both our drivers and our customers safe.

Our warehouses will continue to accept deliveries but with heightened safety protocols. Branches will be defining areas of the warehouse that will be accessible to drivers and continue to take precautions to adhere to social distancing and additional safety measures. Anyone not respecting these new requirements may be asked to leave the premises. Our staff and customer safety must remain our number one priority.

Returns

We kindly request that you do not bring back returns at this time. Until such time AMRE will be extending our return policy to accommodate any time frames that would be interrupted during this temporary disruption. Required days will be added to our return policy.

We thank you for your understanding and cooperation. If you have any concerns, please contact your local branch manager to discuss.

Supply Chain

Our teams are continuing to monitor the supply chain daily and are working closely with our vendors so that we can mitigate any potential disruptions. Unfortunately, during these circumstances there have been a few minor disruptions to date and we do anticipate more to come with little or no notice. If you have any vital or immediate needs, we recommend reaching out to your local AMRE sales representative to discuss further.

Pricing

AMRE will proudly continue to provide competitive pricing and adhere to our normal pricing practices during this time. As we face expected upcoming manufacturer increases, some prices will change as part of our regular business practices, however we would like all of our customers to know, that AMRE in no way will take part in price gouging or unethical pricing practices. If you have any pricing questions or concerns, please do not hesitate to reach out to your AMRE representative.

Heightened Safety Precautions

For the safety of our associates across the company all business travel has been cancelled, and associates are required to self-isolate for 14 days if they meet any of the government-issued criteria. All back-office associates are now required to work from home and outside sales representatives will be reaching out by phone or email instead of in-person visits.

We are working closely with each of our associates to ensure they understand the symptoms and preventive measures of COVID-19. The following measures are being taken to ensure a safe environment at each of our locations:

- Cleaning and disinfecting regularly touched objects and surfaces
- Temporarily removing all forms of drinking and food stations
- Maintaining social distancing (6 feet) in our locations

All team members are respecting these new protocols to ensure best business practices while maintaining distance and contact with customers and each other.

For our valued customers:

- Call ahead and we'd be happy to take your order over the phone.
- Choose Express Pick-Up or our shipping options.
- Practice social distancing with our associates and others around you and avoid all physical contact with other customers and staff.
- Follow all preventative health protocols as outlined by the Government of Canada and World Health Organization (WHO).

If you are experiencing COVID-19 symptoms, have been in contact with anyone who has tested positive for the virus or if you have recently travelled abroad, we ask that you please refrain from visiting any of our branches and place orders via phone or online.

While the current environment is a fast-moving situation, we continue to be confident in our plans to safeguard our communities and to serve each of you. For any questions, please contact us at customercare@amresupply.com, customer.feedback@wolseleyinc.ca, or via phone at anyone of our locations or 1-800-661-9891.

As our requirements are rapidly changing, we invite you to visit our website for the most up-to date information on our operations. Our goals is to provide you with the best possible service during this time, while helping keep everyone safe. As always, your business, patience and support is greatly appreciated during this time.

Customer Care

Phone: 1-800-661-9891

Email: customercare@amresupply.com

Website: www.amresupply.com

Thank you,

Shane Tollefson
General Manager
AMRE Supply