



March 18, 2020

To our valued customers and partners,

We are all in a heightened state, actively monitoring the Coronavirus (COVID-19) pandemic. With its impact on our province and country rapidly evolving we are committed to your health and safety, that of our employees, and the communities in which we live and work.

Let me assure you, the management and staff at DiCAN Inc. are healthy and continue to navigate this situation with agility, compassion and diligence.

As Canada began to experience heightened concerns, we began to put precautionary steps in place to do our part in mitigating the spread and protecting our staff and workplaces. We are following every proactive health and safety protocol set by our Government and Public Health officials regarding proper personal hygiene and workplace cleaning, as well as travel bans and isolation advisories. On a frequent basis, our staff are updated and reminded of the importance and seriousness of following every precautionary step to protect themselves and our valued customers, as we all continue operations.

We are committed to continue to serve your needs with the care and attentiveness you have come to depend on from DiCAN. At this time,

- our **administrative office** remains open during regular business hours. Essential staff in accounting and scheduling/operations work within their segregated workspaces to continue to serve you.
- our **sales and marketing** staff are working remotely from home; utilizing their mobile phones, laptops with remote access, and other technology to conduct conference calls or host virtual meetings, for your utmost convenience and safety.
- our **certified technicians** continue to fulfill our commitments for installations and servicing, with the strict adherence to additional health and safety measures.

Our technicians protocol includes:

- o disinfectant wipe all surfaces of visitor's truck prior to installation of equipment,
- o continue to use government and public health agency protocols for personal hygiene,
- o continue to uphold our standard of excellence for leaving our customer's work environment clean and tidy,
- o wipe all surfaces of their assigned DiCAN service vehicle at the end of every workday.

We know we are in unprecedented times; during periods of uncertainty, we endeavour to lead with the utmost responsibility, protection and caution; mitigating the risks for all. We continue to stay alert, responsive and optimistic that you, your business operations, and your family all remain healthy and safe.

We appreciate you and your ongoing business,

Michael Shirchenko, President

THE POWER OF PREVENTION

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