

IMPORTANT UPDATE: Deliveries and Hours of Operation

March 18, 2020

To Whom it May Concern,

The safety of our customers, employees and communities continues to a top priority at Brampton Brick, and following the direction of the Public Health Agency of Canada and the CDC, we are continually updating our safety measures to help contain the spread of COVID-19.

Until further notice, these safety measures will include how we deliver product to the job sites as follows:

- We will temporarily suspend the required signature for deliveries. This eliminates close contact and the need for pens to be passed back and forth during the delivery process.
- Based on your specific request, we are able to send you electronic copies of the delivery on a daily basis via e-mail. Respecting that not all customers require a copy of signature as proof of delivery of product, this e-mail is not able to be set up automatically without your approval. Please communicate this request directly to your respective local Customer Service Representative or Sales Representative.
- Our carrier, whenever possible will obtain a photograph of the delivery of product to the site.

Effective **Friday, March 20, 2020** our distribution and customer service hours of operation will be changed until further notice as noted below.

Store/Office Hours Monday to Friday

Boisbriand, Brampton, Brockville, Cambridge, Hillsdale, Farmersburg, Kingston:

Standard: 7:00 a.m. to 5:00 p.m.

Revised Hours: 7:00 a.m. to 4:00 p.m.

Markham & Wixom:

Standard: 8:00 a.m. to 4:00 p.m. UNTIL APRIL 1, 2020

Revised Hours: 7:00 a.m. to 4:00 p.m. AFTER APRIL 1, 2020

Carriers:

Standard: 7:00 a.m. to 5:00 p.m.

(4:00 p.m. last loading time)

**Revised: 7:00am to 4:00pm
(3:00 p.m. last loading time)**

As always, and for your increased convenience during this period, you can reach us by phone and by e-mail:

In Canada

MASONRY 1.800.GO.BRICK (462-7425) / masonryservice@bramptonbrick.com

LANDSCAPE 1.800.709.OAKS (6257) / landscapeservice@oakspavers.com

In the USA

MASONRY 1.844.GO.BRICK (462-7425) / usamasonryservice@bramptonbrick.com

LANDSCAPE 1.800.876.OAKS (6257) / serviceusa@oakspavers.com

Brampton Brick will continue to monitor the COVID-19 situation, and will actively follow the guidance and safety recommendations of the Public Health Agency of Canada and the CDC.

On behalf of everyone at Brampton Brick Limited, thank you for your ongoing understanding during this time and stay safe.

