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## COVID-19: A Message to Our Valued Customers and Partners

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### *To our Valued Customers and Business Partners*

During these unprecedented times, we continue to closely monitor the situation at each one of our locations. We have developed a proactive company-wide approach and response to how we will navigate potential impacts to AEP, our customers and business partners, while maintaining social responsibility and minimizing the spread of the Coronavirus and/or Covid-19. These actions are aligned with the recommendations of Health Canada, and our local, provincial and federal government guidelines.

We are working extremely hard to support our customers and business partners, during these challenging times. We have a clear business continuity plan to minimize any business disruption, to your operations, while taking into consideration a **STAY SAFE, STAY HEALTHY** philosophy and approach.

We are taking the following steps to provide continued customer and business support while ensuring the health and safety of everyone we work with:

- We are evaluating and modifying, as needed, implemented plans for **continuous design, manufacturing and delivery of your building components**, including the implementation of return to work policies following any travel, mandated self-isolation on any sign of illness, social distancing practices, and visitor screening protocols. Other measures include:
  - Employees have been supported to stay home and self-isolate should they, or anyone in their household, experience any of the symptoms that the World Health Organization (WHO) has identified as related to the Covid-19 virus;
  - Employees whose roles have the capacity to shift to a remote working arrangement have done so, in order to decrease their chances of being exposed to the virus, and to decrease the number of people in our Operations at any given time;
  - Employee workstations have been assessed and spread out to ensure that the necessary distance is preserved while they are working;
  - High-touch areas have been identified throughout our plants and they are being cleaned by designated people at regular intervals;
  - Any customers, suppliers, or community partners who are experiencing any symptoms related to Covid-19 are being asked to remain offsite;

- We have created a Covid-19 working group to stay on top of regional, provincial, and federal updates and recommendations to ensure we remain nimble, agile, and prepared to take action.
- We are making every effort to ensure that **timelines provided to customers are met**. As this is a rapidly changing environment we will communicate if we have to somehow move your delivery to another date.
- **AEP Sales Representatives and Designers continue to be available** by mobile phone, text and email for any required communications and/or concerns that may arise.
- We are engaging with our suppliers to **ensure supply chain continuity** for materials, equipment and components. We will be proactive and provide notice to our customers of any potential shortfalls that we believe could impact business operations;
- We are remaining **flexible and responsive** in order to facilitate the safe distribution of building components to your job site. We understand you may have new engagement policies and on-site requirements and modified delivery protocols in place during this time, so please pass those along to our team members so we are up to date;

During this time of uncertainty, our locations continue to be open for business and our teams are available to support customers and business partners. AEP will continue to monitor this ever-changing situation and will make decisions to support the health and safety of our employees, customers and business partners in our local communities.

Thank you so much for your continued support and your sense of community – we are very grateful for your business, your partnership, and your support. Best wishes of health to you, your family and your friends.

Stay SAFE, Stay HEALTHY.

Dirk Maritz,  
CEO & President

