



March 26, 2020

Sent via email

RE: Security of Supply – Essential Service Status

The development of the 2019 Novel Coronavirus (COVID-19) outbreak continues to create global challenges which are unprecedented in our time. To reduce the spread of the virus, governments across our country are placing restrictions on all non-essential services and economic activities. You might be wondering about the stability of your supply chain and how these restrictions would impact you. This message is to keep you updated on the status and actions the ClearTech Team is taking to stay safe, respect our place in supporting the communities in which we live, and continue serving you.

Essential Services

ClearTech is a vital part of the supply chain to many of life's essentials including water, food, electricity, oil & gas, health care, and institutional cleaning. The Provincial Governments where we operate recognize our services as essential to supporting these critical areas. ClearTech will continue to work with the authorities to ensure they understand how your facilities rely on our services to maintain your processes. By our actions, be reassured that our operations will be maintained and that our Team is determined to offer you, in this time of crisis, the same high-quality service you have come to expect from ClearTech.

Our Distribution Centers Are Open

Our facilities are open and operating under normal business hours. With phone systems under pressure everywhere we are encouraging you to email us at orders@cleartech.ca instead of calling. We have people available who can provide you with a return call if requested. To ensure the best service in critical times please place orders 48 hours before pick-up or shipment.

Supply Chain

More than a month ago, in anticipation of the outbreak, we reached out to suppliers and began increasing our supplies of critical raw materials and packaging components. As a result, we have product available and can meet current demands. We are in constant communication with key suppliers and, at this point in time, our supply chain is fully operational.

Supporting Safety

First and foremost, the safety of our employees and the customers who need to come see us is our highest priority. Early on, we ordered all our office and sales teams to work from home if the work allowed for it. For the safety of our team members who must attend to our operations, we have restricted visitors in our production facilities and at our loading docks. We have reduced face-to-face interactions where possible, have given our Team tools to protect themselves, and are encouraging safe practices in every interaction.

If you are picking up product from our facilities, we ask that you maintain distance from other people and follow the instructions supplied by the ClearTech Team member attending to your needs.

Simplifying the Process

For those of you who still remit payment via cheque we request that going forward you remit payment electronically via EFT or wire. Our banking information can be obtained by contacting accounting@cleartech.ca.

The ClearTech Commitment

ClearTech has been serving the needs of Canadian municipalities and industries, uninterrupted, for over 42 years. As a privately-owned Canadian company we are a part of the communities we serve. We have a dedicated Team and a robust supply chain. As such, ClearTech is well-positioned to manage through this difficult period and go the distance with you. You have supported us for decades, we are committed to being here for you now.

Please stay safe out there.

Sincerely,



Randy M. Bracewell
President
CLEARTECH INDUSTRIES INC.