



For all our valued customers and associates,

As the COVID-19 situation evolves, we continue to adjust our operating practices in response to guidance from the provincial and federal health authorities to prioritize the safety of our teams, and you.

Changes to our branch hours

- All of our branches are temporarily closed on Saturdays. We have also adjusted our weekday business hours at some locations.

Please see www.amestile.com/locations for the latest information on our branch hours.

How we're responding

- We are limiting traffic in our Inside Sales areas and operating our Showrooms "By Appointment". Please call the branch to schedule an appointment.
- We are encouraging orders to be placed by phone, email, online, or by fax when possible. Customers, couriers, and shipping companies that are picking up orders can remain in their vehicles and call the branch to let Inside Sales know they have arrived.
- We are significantly increasing the thoroughness and frequency with which we are cleaning and disinfecting our locations, particularly high-touch surfaces.
- We are cancelling participation in industry events, attendance at trade shows, and corporate travel.
- We are fully supporting our teams in taking time off to follow all quarantine recommendations made by local health authorities, provincial, and federal governments.
- We are working hard to ensure you continue to have access to products that we offer.

What we're asking of you

- Please maintain 6-feet of physical distance within our facilities at all times.
- If you are not feeling well, please respect our team and stay at home until you are feeling better.

We will continue to update you as the situation changes,

Sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Ames'.

Andrew Ames

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