



March 18, 2020

To our valued customers,

S.&T. Group is committed to the on-going health and safety of our workers, customers and stakeholders. Amid the pandemic of COVID-19 globally, we vow to continue to provide our customers with the reliable and quality service you know to expect from our team.

Our Service Team will remain available 24/7 for Emergency Service and other workers will be available for scheduled maintenance, service and installations during regular working hours (7:30am to 5:00pm, Monday through Friday).

Our office will remain open 7:30am to 5:00pm Monday through Friday and our team will be available by phone at 705-942-3043 to schedule service, make payments or for any related inquiries.

To avoid excessive foot traffic to our office, we ask that customers call our office to schedule appointments. We also accept payment over the phone by credit card or cheques in the mail.

**What else we are doing to prevent the spread of COVID-19.**

- We are practicing social distancing by rescheduling non-essential meetings or facilitating said meetings by telephone or online communication.
- We are increasing our frequency of sterilizing and cleaning our office.
- Employees are encouraged to frequently wash their hands with soap and warm water and use sanitizing solution when needed.
- Employees are instructed to remain at home if they are feeling unwell or if they have returned from international travel in the last 14 days.

S.&T. Group is committed to serving our customers during these uncertain times and we will continue to do so in a safe and healthy manner.

We will continue to communicate any changes or updates to business operations as more information is released.

Thank you for your continued support and loyalty,

S.&T. Group