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**TO OUR VALUED CUSTOMERS,** we recognize that there is much uncertainty at this time. Our organization is constantly reviewing updated protocols and mandates from Public Health and the Ontario Government. At this time, our retail locations in Orleans, Embrun and Cornwall will remain open. Our Alfred location will be closed until further notice.

For a list of the hours for your closest location, please visit [www.campbellpools.ca/store-hours--contact.html](http://www.campbellpools.ca/store-hours--contact.html).

We're always happy to assist online and are happy to chat with you by telephone at any of our locations. As Campbell Pools navigates through this unprecedented and ever-evolving time, we want you to know that you, the customer, and our staff's well-being is at the forefront of our business. The outline of our plan is to keep staff and customers aware of the protocols and procedures as we put them into place moving forward.

We have initiated cleaning and sanitization procedures such as proper hand washing, diligently sanitizing products, counters, and all items in our stores. Staff of Campbell Pools will not be shaking hands and will be practicing "social distancing" during this period. At this time we will also not be accepting cash as a tender, but instead credit and debit cards.

Our priority is to ensure we uphold our high standards and keep our customers, employees and stores healthy and safe. We are communicating with our stores on a daily basis to be sure they are keeping with the updated and increased sanitation and cleaning protocols. We are providing them with all the tools required to do this, including wipes, alcohol based hand sanitizer, soap, bleach and virus killing products.

We have implemented a mandatory 14 day quarantine for any staff members who have travelled in countries known to have COVID-19 virus. Staff members who feel ill are asked to stay home. Staff who have flu like symptoms are being asked to contact the local health unit to determine testing of the virus.

We will continue to be proactive in our efforts and would like to thank all of our local communities—our employees, customers, vendors, and partners.

Sincerely, The Owner Of Campbell Pools