



March 17, 2020

Message to our Bob's customers and friends,

With rapidly changing concerns around COVID-19, I want to provide you with an update on our response and our commitment to our team and customers. The health of our team and customers is our top priority and we are following the lead and guidelines set by the NB Department of Health at this important time. We feel it is our social responsibility to play our part in the prevention of the spread of the Corona Virus and to protect all New Brunswickers during this difficult time.

We have recently taken several steps as part of our responsibility to do our part:

- Any employee returning from international travel after March 9th will self-isolate and not be permitted to report to work for a period of 14 days.
- Any employee who is not feeling well and shows any of the listed symptoms will self-isolate and not be permitted to report to work for a period of 14 days.
- All group/team meetings are now being conducted through a conference bridge call-in system and all technicians are working directly from their homes.
- Technicians are required to wear personal protective equipment including protective masks, glasses and gloves during all service calls requiring them to work indoors.
- Customer screening: We are asking all residential customers who are requesting service to disclose to our staff if they or anyone in their household have traveled international within the last 14 days or if they or anyone in their household is not feeling well and is showing any of the listed symptoms. Unfortunately if either scenario is true will not be responding to their request for service.

We will continue to make changes to our plan and approach as they become necessary based on the rapidly evolving situation and the direction of the NB Department of Health. We provide a valuable and necessary service to both the business and residential sectors and we will continue do everything within our power to ensure there is no service interruption to our valued customers

Please reach out should you have any questions with respect to our efforts in this very difficult time.
Thanks for your understanding

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