



Dear Valued Customers,

Spectrum recognizes the important role we play in providing educators with seamless and safe educational solutions critical to you and your institutions.

Over the past few weeks, we have been closely monitoring the coronavirus (COVID – 19) outbreak and its impact to our operations. We want you to know that we place the utmost importance on protecting and preserving the health and wellbeing of our most important assets – our customers and employees.

Our thoughts go out to the people around the globe who have been affected by this unprecedented event. We appreciate all the efforts by government institutions, healthcare professionals and you, our valued customers around the world, who are working together to contain this outbreak.

As we navigate through this rapidly evolving situation, we want to share with you the necessary measures we have taken at Spectrum to minimize health and safety risks, while ensuring limited disruption to our business. These practices are consistently being reviewed by our crisis management team, in line with the guidance of the World Health Organization (WHO), local government agencies and public health authorities.

### **We Are Taking Important Steps to Help You Stay Protected**

- We have activated our Crisis Management teams across our various offices and warehouses.
- Our existing Business Continuity Management framework equips us with the ability to overcome the loss of key facilities, assets, equipment or personnel
- Our on-site store in Newmarket Ontario will be closing temporarily to reduce the risk to our customers and staff

### **Health and Safety of Our People and Our Customers is Top Priority**

- We continue to provide multiple awareness campaigns and trainings for our employees across the network to highlight the steps the need to be taken to reduce the spread of the COVID-19 virus.
- We have enhanced hygiene and sanitations across our operations:
  - This includes provisions of personal hand sanitizers for staff handling our products and packages.
  - We have also established regular cycles of sanitation and disinfection of workplaces



- To encourage social distancing, we have rolled out smart work arrangements that allow some staff to work from home
- We have implemented travel restriction policies for all travel
- We have moved all meetings with visitors and external parties to be conducted via virtual platforms

### **Committed to Delivering Seamless Operations**

- Given the fluid nature of the situation, we are closely monitoring the changes to government policies that may interrupt our normal operations.
- We are committed to ensuring that your orders are delivered promptly and safely. Our Customer Service Staff will keep you updated of any changes, delays or disruptions to services.
- Both our Customer Service Staff and Website are prepared to accept your orders, allowing you to procure your classroom supplies while still adhering to our requested social distancing effort

I want to reassure you that we are working hard to ensure that there are minimal delays and interruptions to our services. We believe we are taking all necessary health and safety measures to ensure we continue to serve you with zero compromise on your well-being.

I would like to take this opportunity to thank you for your support and understanding as we, and the whole world, face this challenging situation. We value your trust in us, and we look forward to continuing serving and supporting you.

Sincerely,

Brett Caldwell  
President