



April 2020

Dear Customers,

Each new day we are blessed with, gives us opportunity and also, they can present challenges. Together we face the daily uncertainties around COVID-19 and deal with the effects of it in our lives.

We remain committed to support the dairy industry and currently are continuing service, deliveries and some installations. Our desire is to conduct these activities in a safe manner and follow the provincial public health mandated measures like personal separation, additional hygiene and cease nonessential business activities. We kindly request that when our staff are on your farm that you respect the personal separation requirements.

Some changes we have implemented to do this include –

- We have transitioned our facilities to controlled access with the main doors being locked to the public. If you would like to pickup items at one of our locations, please call ahead and we will prepare the items for you and set them outside.
- Our service technicians, delivery teams and install technicians are no longer car pooling and they also have limited access to our facilities
- Our branch offices have call attendants in place which provide access to a broader team of service or parts support.
- Our sales teams are active, working from home and doing farm visits only with your approval
- All Consumable deliveries are still happening and are on schedule

If you have any further concerns or questions, please let us know,

Wishing you and your families all the best,

Sincerely,  
Norwell