



K-LINE INSULATORS LIMITED

50 Passmore Avenue, Toronto, Ontario, M1V 4T1

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March 27, 2020

Dear Client,

K-LINE INSULATORS (KLI) is taking very seriously, the extreme impact that COVID-19 is having on our community. We at KLI are committed to ensuring that our Employees and their Families, our Clients, our Supply Chain Partners and the Public, are all kept as safe as possible. To this end, KLI has issued its own protocols dealing with the pandemic and we continue to update them based on the direction from our government agencies and as conditions change.

On March 23, 2020, the Premier of Ontario issued the provincial list of Essential Workplaces. This directive identified all business that are not only permitted, but required to continue to operate because they are considered societally essential.

One sector of key essential business listed in the directive, includes Electric Utilities (Generation, Transmission and Distribution) as well as the **“Businesses that support the provision of utilities”** and including those **“providing products, materials and services, needed for the delivery of utilities”**.

What this means for K-LINE INSULATORS is that we are considered an essential manufacturer to the Electric Utilities. It also means that all members of our supply chain are also considered essential. **On this basis we want to clearly state that KLI is going to continue to supply its products to our Clients as normal, given the circumstances.**

KLI's Production departments have been working diligently and efficiently to ensure that all currently due deliveries are shipped on time and to ensure we continue to meet all of our future delivery schedules. The initiative that KLI and all of its employees undertook has now put us two to three weeks ahead of our delivery commitments.

Taking this excellent current delivery position into consideration, and in keeping with our commitment to maintaining a continuous essential flow of supply of our products to our Clients, combined with our obligation to play our role in slowing down the spread of COVID-19, we have made an important decision that will promote our ability to continue to responsibly fulfil all of these commitments.

We have decided to place all of our employees on a two-week Health Promoting Sabbatical. What this means is that our Production Staff will take a full two-week self-isolation break to maintain

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their health as well as that of those around them. At the end of this two-week hiatus, they will all be screened to ensure they are healthy enough to return to work. Upon their return they will pick up their work where they left off and will once again resume manufacturing products to meet new and remaining order due dates.

During this time, all key technical and office administrative staff will continue to work and perform their normal duties.

The production plant will continue to be maintained operational. In the event of an emergency requirement, KLI can supply products currently held by some of their distributors or bring back the production staff necessary to support such an emergency situation.

In the meantime, you can continue to direct any RFQ's, questions, etc. to Staci Post (e-mail: spost@k-line.net or cell: 647-629-4578). If for some reason you are unable to reach her please feel free to call me personally (e-mail: carreira@k-line.net or cell: 416-302-7011).

In other words, **IT'S BUSINESS AS USUAL.**

Sincerely,



A.J. (Tony) Carreira, P.Eng., SMIEEEE

President

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