(SAMPLE COVID19 RE-OPENING COMMUNICATION)

(Company Logo)

(Date)

Dear Customers and Partners,

We continue to monitor the COVID-19 pandemic across Canada. This is an unprecedented time, filled with uncertainty and concern for many. We share in both with you, and stand alongside you, committed to continue providing you with the products and services that you and your teams depend on. We are here to support you every step of the way.

We will do this by continuing to place the highest priority on the health, safety, and well-being of our employees, customers and supplier partners. We continue to act and respond diligently while we navigate this situation and react as new information is made available from Health Canada.

(Company Name) will be providing uninterrupted service to all of our customers while implementing the following safety measures:

1. (Refer to Checklist for measures that are relevant to your business and customers)
2. (List as many points as are relevant to you and your customers)
3. (Refer to Checklist for measures that are relevant to your business and customers)
4. (List as many points as are relevant to you and your customers)

The COVID-19 pandemic and surrounding circumstances are rapidly evolving, we will continue to communicate any changes in our protocol as they occur, and ensure we are implementing the best containment practices within our business as recommended by the experts.

You can be confident in our diligence, and in our commitment to you, your teams, and our mutual health and safety.

Please be Safe and Stay Healthy.

(Printed name)

(Signature)

(Title)

(Company)