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March 25th, 2020

To our partners | COVID-19 update

Dear partner,

The COVID-19 situation keeps evolving rapidly every day. On Monday the Quebec Government had announced a requirement for all non essential companies to shut down their operations, while leaving open the possibility to work remotely from home. Since yesterday, the government's position has been clarified with the addition of the production of inputs necessary for priority sectors to the list of priority manufacturing activities.

Stelpro heating products and thermostats are indispensable through the end of the winter to maintain a comfortable and adequate environment for people who are at home, as well as for the proper operation of essential businesses and institutions. Any failure of the heating system could jeopardize the health and security of people, and compromise the operations of essential services. Our clients, such as hardware retailers, construction firms and electricians, are also part of the list of essential services and are counting on us to support them in emergency situations.

We have therefore taken the decision to keep in place a small team for production and logistics, that will allow us to produce and ship urgently required products. It is important to note that delays could be longer than usual due to the reduced team.

This is in addition to the continued customer service support, in remote operation, that we had previously announced. This team is also working with limited staff and delays can be expected. Offices and the Service and repair department remain closed.

The health and security of our employees, their families and the community remains our main priority. We will continue to enforce all measures put in place to ensure a safe and healthy workplace, in line with government directives.

Thank you for your continued trust and support.

Sincerely,

