

**NEWGRIND**

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March 26, 2020

To our valued customers:

During this time of unprecedented uncertainty, all of us here at NewGrind are concerned about the safety and well-being of our families, colleagues, customers and partners.

Our hearts are with those who have been affected personally by the outbreak of Coronavirus (COVID-19) as well as the many communities around the world that are facing extreme measures in the attempt to slow its spread.

I want to take a moment to reassure our valued customers that we are still open for business and that as an organization we have implemented protocols to ensure the safety of both our employees and customers.

Our production staff are still working; however, they have been placed on shift rotations so as to limit the number of people to a maximum of 5 in our facility at any given time. Our staff are practicing social distancing and we are constantly sanitizing to keep staff safe.

Our salespeople and all administrative staff have been asked to work from home, for this reason our front office will be closed.

**In an ongoing effort to keep everyone safe we have closed our doors to the public and ask that local customers call ahead to their sales rep to have the order completed, pulled and ready for a scheduled pickup at the door. We sincerely appreciate your assistance with this.**

We do ask that you exercise some patience with us over the next few weeks as our response and shipping timelines may be a bit longer than normal, as we adjust to working virtually and on rotation schedules.

#### **COVID 19 Customer Assistance Plan**

We understand that while some states and provinces have shut down all non-essential businesses including construction, many others have chosen to deem construction an essential service.

In BC our government has deemed manufacturers of construction equipment an essential service, so we are able to continue to support our customers that are still working.

In an effort to do our part we will be offering a 30% discount as well as free shipping on all tools, parts & chemicals.

Should you need additional equipment during this time to fulfill your obligations, we are here to work with you. I would encourage you to reach out to your sales rep and see what options are available to you for discount, payment plan, financing etc. We are actively working with our finance partners to offer deferred payment plans, should you need to purchase equipment during this time.

Finally, our entire NewGrind family is endlessly thankful to the heroic first responders, doctors, nurses and all those in essential services globally who have given their all to help. Effective immediately 5% of all tool sales will be donated equally between local food-banks and hospitals in need of equipment and PPE.

We will be posting more details around this and how you can donate, on our social media.

We are all in this together and together we will get through this.

Sincerely,

Carissa Jacob  
Vice President  
NewGrind Inc.

OUTPERFORMING FROM EDGE TO EDGE