



**Dufferin Aggregates**  
2300 Steeles Ave W, 4<sup>th</sup> floor  
Concord, Ontario  
L4K 5X6 Canada

**T. 905-761-7100**  
**F. 905-761-7200**

[www.dufferinaggregates.com](http://www.dufferinaggregates.com)

Concord, March 17, 2020

To our valued customers,

As you are aware, the COVID-19 Coronavirus continues to spread globally and Dufferin Aggregates is closely monitoring the situation to ensure the health and safety of its employees as well as the continuity of our business in these uncertain times.

We would like to inform you that as of today, out of an abundance of caution, the company is implementing several measures that will allow us to continue to deliver on our customers' needs, including having some members of our teams work remotely. You can continue to reach us through our usual channels, whether that is our dispatch or customer service teams.

As part of our company guidelines, we are limiting in-person meetings and are leveraging technology where and when possible. If in-person meetings are necessary, our company has adopted a "handshake free" etiquette as well as respecting a 1-meter distance between people where and when possible, as recommended by the Public Health Agency of Canada.

We are implementing controls for our scale operators and freight vendors. We have asked that scale operators refrain from obtaining driver and customer signatures on their tickets. In lieu of a driver signature we have asked that they initial on the signature line. Drivers may choose to obtain a customer signature on their driver copy. Email summaries of deliveries will be available by request.

Please rest assured that our commitment to your projects is unwavering, as we navigate these unprecedented circumstances.

Thank you for your understanding and cooperation. As the situation continues to evolve, if you have any questions, please contact your sales representative.

Dan O'hara  
General Manager  
Dufferin Aggregates