



## UPDATE

October 15, 2020

RE: Corona Virus

Dear customers, with fall here and winter fast approaching, we wanted to give our customers an update on our policies regarding COVID19 and our building.

As of this past Saturday, October 10, 2020, the provincial government has rolled the province back to a stage 2 due to the rise in COVID19 cases. Our city officials have also implemented stricter guidelines and put the city in a "Code Red" due to the increase in numbers in our region.

Our company values both our employee's and customer's health. Because of these measures taken by both levels of government, our management team has made the following decisions:

- **Our waiting area will remain closed to customer until further notice**
- **Our picnic table will remain at the front of our building, until a permanent snow fall arrives, if your drivers decide to wait for repairs to be completed.**
- **When your driver is dropping off trucks, please have them leave the keys in the ignition and call our office at 613-226-3081 and ask to speak to our service manager Steph to notify him that the truck is here.**
- **We ask that you arrange to get a ride back for your drivers back to your office as we will not be providing shuttle service at this time**

These precautions are being put into place so that we can minimize the risk to our employees, our customers and to minimize any downtime that would occur should a positive case present itself to one of our team members.

We want to thank you again for your understanding and cooperation.

A handwritten signature in black ink, appearing to read "Dan Gauthier", positioned above a horizontal line.

Dan Gauthier  
General Manager  
**Ed's Truck Service**  
**35 Bentley Ave.**  
**Ottawa, ON K2E 6T7**  
**613-226-3081**



## UPDATE

July 31, 2020

RE: Ed's Truck Service staff update on Ontario Phase 3

To our valued customers / vendors,

With the province moving on into Phase 3 two weeks ago, our employee's health and safety remains a high priority. The following procedures will continue to be enforced for all customers / vendors to stay in compliance with Ontario and Ottawa's recommendations:

- Upon arrival call to speak to the Service Manager
- Leave keys in vehicle
- No customer entry in the front office or service bays
- All deliveries to be left on the table in the main office.
- Customers choosing to wait for their vehicle will be able to wait at the picnic table up front.

Effective immediately, the following will be added to all customers / vendors who need to access our building, as well as for all our employees that need to deal with our customers outside.

- Any employee that must go outside to help a customer / vendor (whether in our yard or on a service call) **MUST** be wearing a mask
- Gate to the yard is always to remain closed (does not have to be locked)
- Any customer / vendor that will need to gain access to our building (or anywhere beyond the gates) will have to check in at our front office first to answer some COVID related questions, have their temperature checked and provide us with their contact information for COVID tracking purposes.
- Anyone answering "yes" to the COVID questions or have a temperature above 38°C will not be granted access to our property
- Any customer / vendor who will be granted access **MUST** always wear a mask while on our property that covers their mouth and nose.

We continue to monitor this situation and adjust as necessary as we move forward.

If you have any questions or concerns, please feel free to contact us or visit our website at [www.edstruckservice.com](http://www.edstruckservice.com)

We want to thank you again for your understanding and cooperation.

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General Manager  
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## UPDATE

June 16, 2020

RE: Ed's Truck Service update on Ontario Phase 2

Dear customers and vendors

The world is grappling with an issue of enormous scale and human impact, and our hearts go out to all who have been affected by the outbreak of Coronavirus (COVID-19). As we continue to navigate the changing tides posed by this pandemic, the safety of our employees and our customers will remain our top priority.

As our government has moved forward with stage 2 in lifting more restrictions, we at Ed's will continue with most of the policies we instituted since the beginning of this pandemic.

- Upon arrival call to speak to the Service Manager
- Leave keys in vehicle
- No customer entry in the front office or service bays
- All deliveries to be left on the table in the main office.
- An additional waiting area will be provided outside (picnic tables) by the week of June 22, 2020

We will continue to monitor this situation and adjust as necessary as we move forward.

At this time, we would also like to thank all front line workers who have kept us all going.

If you have any questions or concerns, please feel free to contact us or visit our website at [www.edstruckservice.com](http://www.edstruckservice.com)

We want to thank you again for your understanding and cooperation.

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## UPDATE

April 7, 2020

RE: Easter weekend & Business Hours

Dear customers and vendors,

These last 4 weeks have been some very different times we're living in and our daily lives have been changing almost every day.

We would first like to notify every one of our Easter weekend hours:

Thursday April 9, 2020	-	8am to 5pm
Friday April 10, 2020	-	closed
Saturday April 11, 2020	-	closed
Sunday April 12, 2020	-	closed
Monday April 13, 2020	-	closed
Tuesday April 14, 2020	-	8am to 8pm

We would also like to notify all our customers that until further notice, our business hours will be as follows:

Monday	-	8am to 8pm
Tuesday	-	8am to 8pm
Wednesday	-	8am to 8pm
Thursday	-	8am to 8pm
Friday	-	8am to 5pm
Saturday & Sunday	-	closed

If you have any questions or concerns, please feel free to contact us or visit our website at [www.edstruckservice.com](http://www.edstruckservice.com)

We want to thank you again for your understanding and cooperation.

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## UPDATE

March 24, 2020

RE: Corona Virus

Dear customers and vendors, we understand there is lots happening these days with daily updates from our provincial and federal governments. Yesterday, the premier of Ontario announced that all non-essential services must shut down as of midnight tonight. In his statement, the premier stated that essential services including manufacturers and supply chain providers will remain open.

Ed's Truck Service will continue to operate with our regular winter business hours. During this time, please be advised that the following precautions will be taken to help protect our customers, our employees and your employees:

- Customers will no longer have access to our customer waiting area and will not be able to wait inside while we work on their units.
- Any drivers dropping off trucks for repairs will have to get a ride back to their office from their company as we will not be providing shuttle service for the time being.
- Vendors will not have access to the shop to place orders. Vendors are to call during office hours (8am to 5pm) and orders will be placed by phone or online when possible
- Delivery drivers will have to leave all orders at designated area by our front door. Delivery driver will be able to print name of our employee accepting the delivery. For larger items or large quantity orders that require a forklift, delivery driver will be given directions on procedures, when they arrive, by front office staff.

These are difficult times and not how we hoped to do business, however we are trying to do our part and follow all governments and health agencies recommendations. Please note that if there are any changes in the coming weeks, we will do our best to communicate them with you by email as well as through our website.

We want to thank you again for your understanding and cooperation.

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Dan Gauthier  
General Manager  
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## MEMO

March 13, 2020

RE: Corona Virus

To all our valued customers, As of March 11, 2020, the World Health Organization officially declared the coronavirus (known as COVID-19) a pandemic, which is defined as the worldwide spread of a new disease.

The situation is rapidly evolving and Public Health Ontario, along with the Ministry of Health, is closely monitoring the outbreak, conducting surveillance and appropriate laboratory testing, and providing public health and infection control guidance.

As we deal with a large variety of customers of all ages, including numerous Seniors Residences, Ed's Truck Service is implementing the following procedures to all our customers vehicles to limit the risk of further transmitting the virus:

- our technicians will be wearing latex gloves while working inside your vehicle
- our technicians will wipe the steering wheel, steering column, gear shift and door handle at the start and end of the job.
- If any technician shows symptoms of the corona virus, such as fever, cough and difficulty breathing, they are to seek medical attention immediately and will remain away from work until medically cleared by their physicians

In addition, we would ask that if any of your drivers / employees have any of the following conditions, we request that they refrain from entering our premises.

- Fever and symptoms of lower respiratory illness or pneumonia, AND have either
- Recently traveled to or stopped over in any of the following areas within the past 14 days:
  - o Mainland China; Hong Kong; Iran; Italy; Japan; Singapore; South Korea; France; Germany; Spain
- Or, have had close contact with an ill individual who is under investigation in relation to the coronavirus outbreak.

We thank you in advance for your understanding and cooperation in this matter.

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