

**Tafisa Canada Inc.**  
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Subject: COVID-19

March 18, 2020

Dear valued customers:

Tafisa Canada is taking several active measures to ensure the ongoing operational capacity of the Lac-Mégantic plant. We have adopted a careful screening process to strictly limit access of people from entry to the plant. We are deploying the concept of social distancing within the office as well as on the plant floor. Wherever we can, we are deploying our personnel to work from home and provide them with IT resources to work remotely. As of today, the best way to reach our customer service is by e-mail or by leaving a message on their phone. We will respond to your message according to our standard business schedule.

If you have any questions you can contact your territory manager or your customer service representative.

Best regards.

*Marie-Chantal Lessard*

Customer logistics manager

Une société du groupe / A company of the group

