

***To Our Muller Communications Business Family -***

As we follow the impact of the coronavirus (COVID-19), the health and safety of our employees and business customers remains our top priority. As your trusted business partner, I am reaching out to you personally to let you know what we are doing to maintain our safety standards and keep your business connected to our services during this time.

**The following temporary policies effective as of March 16th:**

- 1.** Visitors to our office at Muller Communications Inc. are restricted to employees only. Supplier representatives and others from outside our organization are not permitted inside our facilities until further notice. *If customers are in need of picking up toner or supplies, please contact our office to schedule and coordinate pickup.*
- 2.** Toner deliveries will continue as we receive alerts. We have provided sanitizing hand wipes, gloves, and aerosol sprays for our delivery person. We have suspended the practice of requesting signatures on tickets as proof of delivery. Our delivery person has been instructed to note the date, time, and the name of the customer representative who observed the delivery. If customers prefer for our delivery person not to come inside their facility and instead place the toner or supplies outside of their office (knocking or ringing the doorbell if necessary), please notify us and we will make arrangements to do so.
- 3.** All Muller Communications sales and service technicians are now required to wear face masks when installing, operating or working any copies/printers/multifunction devices at any time, whether at a customer's location or at our office.
- 4.** Muller Communications sales and service technicians who work in close proximity to customers have been instructed to wear masks, keep a good distance from individuals within customers offices and to continue conducting good hygiene and sanitization in their own time.
- 5.** We advise and highly recommend all customers to clean and sanitize high traffic areas on their copiers, printers, and/or other office equipment. Please see the document '*Sanitization*' on the homepage of our website [COVID section] for further information.

We are certain you, our valued customers, will consider our concern and commitment to protecting the health and well-being of our business and line of work. While we continue to monitor this ever-changing situation with you, we are confident the measures described above are both prudent and necessary to honor that commitment.

We thank you for your continued support as a valued customer, and we look forward to serving you in the days ahead.

Best regards,

Paul Muller  
*President, Muller Communications Inc.*

