



A Letter to the Communities We Serve

As a community - locally, nationally and globally, we have all been affected in some way by the COVID-19 pandemic. Whether it is in how we conduct ourselves socially or professionally, we are all in this together.

At this time, we would like to offer our thoughts and prayers to all those who have been directly or indirectly impacted by this virus, particularly those who may currently be ill. Our best wishes are with you for a speedy full recovery to health.

To the communities and customers we serve, we would like to reassure you that your health and safety, as well as that of our immediate staff and the staff of our franchise family, has always been our top priority. We want to assure you that we will continue to be proactive in doing our utmost in keeping you safe and healthy. As such, we are taking appropriate actions to limit the spread of the virus in the communities in which we live and work by heeding the recommendations as issued by the Public Health Agency of Canada (PHAC) and the World Health Organization (WHO). We are also relaying this information onto our front-line franchise operations so that they may institute these same measures within their local business.

Given the fluid nature of this situation, we are receiving and monitoring updates from PHAC and WHO as well as local, provincial and federal health officials as they are made available, and will make any prudent adjustments accordingly.

Please note that some of our offices may be operating at a higher volume than usual and this may impact our response times in handling telephone calls. We ask that you contact your local office via email or our online web form, if possible.

During these unprecedented times, we, at ServiceMaster of Canada, have been reminded that health and safety is the #1 priority and so I wish each of you and your families, exactly that.

In Good Health,

A handwritten signature in black ink that reads "Doug Hart".

Doug Hart
President
ServiceMaster of Canada

