

# PROLINE

PIPE EQUIPMENT INC.

**PROLINE PIPE EQUIPMENT INC.**

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**A Message to our Valued Customer and Suppliers Regarding Covid-19 Pandemic:**

Proline Pipe Equipment Inc. continues to respond to the COVID-19 pandemic and as the situation in Canada continues to change every day, we are all impacted personally and corporately. The principles being used to guide our decisions include following the advice of health care and government authorities, especially safety and caring for one another and balancing operational needs. We treat the health, safety and wellbeing of our employees, customers, vendors, partners and communities as our top priority.

As the impact of the COVID-19 pandemic is felt locally and throughout the world, we would like to provide updated communication to our valued Customer & Suppliers on how Proline Pipe Equipment is working hard to ensure business as usual.

We are actively monitoring all updates to ensure we are looking after our people, our customers, and our business. There are many changes that are communicated federally, provincially, or locally. The Proline Management group reviews current updates, addresses immediate concerns, and plans for the future of once this has passed. We do our best to react and implement our strategy based on ever changing information and situations within our community.

In order to observe social distancing measures, as well as ensure the health and safety of our customers, suppliers and staff, the following measures have been implemented at Proline Pipe Equipment Inc.:

1. Proline will remain open at this time and observing the following hours:  
Monday – Friday: 8:00am – 5:00pm; Saturday: 8:00am – Noon  
24 hour On-Call support as well
2. Warehouse designated drop off and pickup points.
3. Proline requests that we limit sales calls during this period and call ahead prior to visiting Proline's office if required. If possible, meetings should be conducted via telephone or video conference.
4. All social functions have been suspended during this time, in hopes of resuming once health restrictions have been lifted.

Rest assured our administration, sales, and service teams are working diligently to meet all our customers needs. We are committed to offering the same high level of service you have come to expect and will remain available throughout this unprecedented time.

On behalf of the entire Proline Pipe Equipment team, please take good care of yourself and your families. We look forward to connecting with you in person soon.

Proline Pipe Equipment Management Group.

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