



Mills Response to COVID-19

March 30, 2020

Effective immediately Mills Office Productivity will continue operations in BC as an essential service business. We have ensured that our transport and delivery partners are in full support to be able to complete the supply chain.

If your facility will be temporarily closing let us know by replying to this email. This will allow us to postpone the shipment of any orders you have with us.

With manufacturers of personal protection and sanitizing products prioritizing the allocation of goods to healthcare and emergency services, we will be required to do the same. At present demand for these products is far outstripping supply, and as a result we are unable to provide any sort of estimated delivery date. Our existing customers will have first priority on the pandemic supplies being requested most often. Items such as: hand sanitizer, tissue, toilet paper, disinfectants. We will limit purchases to our customer's historic sales of these items. Some items are now out of stock at the manufacturers' level. We can not guarantee availability. We are in constant communication with our vendors/suppliers and we do have some supplies coming in from vendors like Clorox, SC Johnson (Deb Hand Soap), Kruger (toilet paper, paper towel), Procter and Gamble (Bounty paper towel and Charmin). As soon as Mills knows an item is no longer available we will work to mark it as "Temporarily Unavailable" on our website as quickly as possible.

As COVID-19 continues its spread Mills is working on ways to balance the safety of staff while continuing to provide our customers with the products they need to stay healthy and productive. Safety Measures We Are Taking:

- Managing our commercial accounts via email and phone . As part of our COVID-19 risk abatement plan our Delivery drivers will be maintaining their distance and wearing gloves.. All warehouse staff are required to wear gloves and have their stations stocked with hand sanitizer. Physical distancing within our facility, 2 meters minimum.

We are committed to providing the best possible service during these extraordinary times. Please feel free to reach out to us at any time at 604.254.7211 or customercare@mills.ca.

Sincerely, Blair Mills