



ATLANTIC PURIFICATION SYSTEMS LTD.

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January 21, 2021

To our valued customers:

In accordance with the States of Emergency declared by the governments of both Nova Scotia and New Brunswick due to COVID-19, APS has been making changes to the way we operate our business to remain in compliance with all operational orders and public health guidelines. It is our goal to continue to serve you in a manner that promotes safety for all, while acknowledging that this situation is constantly evolving.

Inside APS, we are working with reduced staff onsite. Several of our APS team have full functionality to work remotely. We are continuously monitoring the advice and health updates from Federal and Provincial governments, implementing enhanced cleaning and disinfection of all common surfaces and high touch areas, strictly limiting gatherings, and upholding the recommendations for social distancing.

Access to APS:

At this time, access inside APS by customers and guests is restricted to the defined "Customer Service Area". Please read signage before entering to ensure you comply with our maximum number permitted in this area at any time. Further access to the APS premises will be restricted to APS Personnel only, and critical service personnel. Customers will be served as efficiently as possible at our customer service desk. We appreciate your patience, and encourage placement of orders in advance of your arrival by phone or email, and if payment is to be made at pickup, we prefer your payment by debit or credit card instead of cash.

Ordering from APS:

Orders will be accepted by phone or e-mail. For orders to be charged to Visa or Mastercard: please call in advance with card information so the transaction can be paid in advance, to expedite your order pick-up. Payment by e-mail transfer will also be accepted – please ask your salesperson for details.

Orders to be shipped:

If your order is time sensitive, please let us know so we can manage shipment priorities as best we can. We are working hard to process all orders in a timely fashion; however, in the event of a delayed shipment, we appreciate your understanding.

Picking up at APS:

Upon arrival at APS, please proceed to the door indicated for pickups.

1. Review the signage to determine if you meet all conditions for entry
2. If you do not meet our entry conditions, please call and we will arrange for contactless service.

Please Note: Masks are required to be worn inside our premises.

For small shipments (not requiring forklift):

We will place your order on the customer service desk for you. Please verify the contents of the order against your packing slip before leaving.

For large shipments (requiring use of forklift):

1. Enter the customer service area if it is safe to do so.
2. Arrange for the loading of your vehicle.
3. Return to your vehicle while we load your order onto your vehicle. After our shipper has returned inside the building, please verify the contents of your order against the packing slip, and secure the load before leaving.

Any discrepancies with your order contents should be reported before you leave our premises.

Offsite:

APS personnel who travel to other sites will be expected to adhere to all government-imposed restrictions concerning travel, as well as both the Covid policy in place at the worksite and APS' Covid Guidelines for travel, which serve to indicate that the APS employee is fit for work, and includes:

1. Self-monitoring for symptoms of Covid-19. Presence of symptoms shall disqualify the employee from travel on behalf of APS.
2. No travel outside the zone approved for restriction-free travel within 14 days of the planned offsite visit.
3. No contact with anyone experiencing symptoms of Covid-19 within 14 days of the planned offsite visit, and no close contact with anyone confirmed to have or being tested for Covid-19 within 14 days of the offsite visit.

Note:

In the case where the site guidelines and the APS guidelines differ, the more stringent guidelines shall be followed.

Additionally, the APS employee shall:

1. Utilize PPE appropriate to the situation
2. Maintain social distancing of 2 meters wherever possible
3. Adopt acceptable hand hygiene practices

4. Wear an appropriate mask
5. Practice appropriate sneeze etiquette
6. Limit persons in vehicles to only themselves. Should it be necessary to have a second person in the vehicle, BOTH occupants shall wear masks at all times and separate themselves as far from each other as is possible.

Continuity of service:

We assure you that we will do the utmost to maintain continuity of service to you, while respecting the government and public health protocols which impact how we do so. We thank you for your co-operation, understanding and patience as we implement changes so we may continue to serve you.

As the situation is continuing to change on a daily basis, we encourage you to call, or check our website for updates which may impact us.

With our best wishes for your continued health and safety,

APS Management