



**“Our Customers Make Us Better”**

### **To Our Valued Customers**

As the coronavirus (COVID-19) situation continues to evolve, we know it is top of mind for all customers, and employees. It is important to share the steps Better Windows and Doors will be taking to ensure the well-being of our employees.

We are monitoring this situation daily and we will watch what’s happening locally and adjust business operations and policies as needed based on the best advice of governments, public health authorities and medical professionals.

Better Windows and Doors commitment to the safety of our customers, and employees is our top priority. We encourage our employees to take any signs of illness seriously, take the necessary precautions and seek medical attention as needed.

We have implemented the measures suggest by Public Health.

These include:

- Frequent hand washing
- Self-isolation of all employees who have visited any country outside of Canada
- Extra cleaning of work areas and common surfaces
- Advising all employees who are sick to stay home
- Refraining from hand shaking

We are also limiting access to our facility by third parties who have recently returned to Canada. We ask that for now if possible, you refrain from coming to the show room and instead call or email us.

We have business continuity plans in place, and we encourage everyone to plan ahead and contact us with questions.

Sincerely,

**Gary & Anita Nymeyer**

Owners

**193 Pinebush Road  
Cambridge ON N1R 7H8  
519-267-1795**

[www.betterwindowsanddoors.ca](http://www.betterwindowsanddoors.ca)  
[info@betterwindowsanddoors.ca](mailto:info@betterwindowsanddoors.ca)