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Date: March 24, 2020
Subject: COVID-19 (Coronavirus) – Update

Dear Valued Customers,

The health and safety of our employees, customers and business partners remains our top priority. Yesterday, the provincial government of Québec ordered a lockdown. All non-essential businesses, including those that service the construction industry, are to close as of Tuesday, March 24 and are to remain closed until April 13, 2020.

Manaras-Opera must comply with the governmental order and will close our Montréal offices. However, some activities will have to be maintained, albeit at a minimal level, since we are suppliers to businesses offering essential services or products, as defined by the government. As a result, only a few employees will take care of preparing and shipping these essential orders, as well as supporting the essential administrative aspects of these operations, in compliance with the recommended hygiene and social distancing measures. Our office employees that can work remotely, will do so in order to continue to support you.

If there are any pressing requirements, your technical sales representatives will remain accessible via cell phone and email. Additionally, our Fort Worth Texas distribution center and our Miami warehouse will remain open (as of today and until their potential lockdown) and we will be able to ship our inventory on hand from these locations during this time. Please send all sales orders or inquiries to info@manaras.com.

We would like to offer our thoughts and support during these unprecedented times. Following this health crisis, we hope to continue to secure your hard-earned support.

For further information about COVID-19, please refer to the following links:

- <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/essential-services-commercial-activities-covid19/>
- <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- <https://www.cdc.gov/coronavirus/index.html>
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Thank you for your continued support and understanding,

Sincerely,

Pierre-Louis Foucault
Director of Operations
Manaras-Opera