



136, ONEIDA DRIVE
POINTE-CLAIRE, QUÉBEC
CANADA H9R 1A8

TÉL. : 514.426.1332
FAX : 514.426.4330
1.800.361.2260
WWW.MANARAS.COM
INFO@MANARAS.COM

Date: May 14, 2020

Subject: Resumption of our full operations as of May 11th

Dear Valued Customers,

As we continue to navigate the changing tides posed by this pandemic, our priorities remain the same. The safety and well-being of our families, colleagues, customers, and partners who make up Manaras-Opera's global family is our top priority. None of us could have foreseen the scenarios we are now facing together. And whatever scenario your business finds itself in today, let us reassure you, Manaras-Opera is here to help you keep your business running.

We are pleased to inform you that the Québec government has lifted the restrictions imposed on manufacturing facilities. **Therefore, as of Monday, May 11th, we resumed our full production operations.** Since the beginning of the lockdown, we have implemented rigorous health and safety measures, physical distancing, hygiene protocols and elevated cleaning procedures based on guidelines from governmental health authorities and our Covid-19 Corporate Task Force.

Regarding our USA-based warehouses, we are pleased to report that our Fort-Worth location reopened as of May 1st and our Miami warehouse continues to operate fully, however with reduced pick up times (between 1:00-3:00pm M-F).

Our representatives, inside sales and technical support team members are accessible to you via cell phone and email. Please continue to send orders or inquiries to info@manaras.com. Our office-based employees have successfully transitioned to work-from-home environments with no disruption to service levels.

Our owners have always been committed, first and foremost, to ensuring the well-being of our personnel and their families and in this regard, we will continue to follow public health guidelines. Though work environments have changed, **our commitment to your business remains the same. We are here for you.**

I wish you and your family good health in the weeks ahead.

Pierre-Louis Foucault

Operations Manager
Manaras-Opera