

March 20, 2020

RE: COVID-19

To our valued KVC customers.

The team at KVC are wishing you and your family all the best in your health and safety as we weather the COVID-19 pandemic. I am writing to provide you with an update on the state of our operations and our supply chain, as well as how we are addressing safety for our customers and our staff.

We are closely monitoring the rapidly evolving COVID-19 situation, following direction from the Government of Canada and the Government of B.C., as well as the provincial and regional health authorities.

The health and safety of our customers, community, vendors and staff is the main priority of all of us at KVC Industries. Currently our offices remain open for business and we will continue to process your orders as normal with the following adjustments to our operations;

- Although the KVC office is open for business, the doors will be locked, and we will not be allowing any outside visitors inside our facilities until further notice.
- All scheduled contractor/sales events (donut mornings, BBQ lunch, etc.) are canceled until further notice, rescheduling of booked events will resume once things get “back to normal”.
- Customer pick up is by scheduled appointments only. We ask that all interaction with KVC staff be respectful of the social distancing recommendations of the WHO and Government guidelines.
- We will continue to monitor the COVID-19 situation closely and make any necessary adjustments to our operations in order to protect the health and safety of our community.

As this event is impacting the global supply chain as well as world currencies, KVC will continue to monitor its effects on our supply, delivery, and pricing and we will do our utmost to limit its effect on our customers. We will advise of any supply issues and/or price changes as required.

For the latest information regarding this situation please visit our website at KVCIndustries.com

On behalf of the entire KVC team we would like to thank you for our continued support. We look forward to working with you though these challenging times.

Stay safe and well.

Gina Peng
President
KVC Industries