



March 23, 2020

To Our Clients,

At Saul Good, the well-being of our customers, our employees and our suppliers is always a priority. We are actively monitoring the COVID-19/Coronavirus situation and are taking additional precautions to help keep our communities safe. Our main warehouse partner has been deemed an essential service and we are planning to continue servicing our clients in the weeks ahead. I would like to share with you today the details of what we are doing at our locations to ensure safety first while continuing to provide our service of helping our clients stay connected through lovingly made gifts.

Warehouse facility procedures:

- Frequent hand washing as per guidelines from the World Health Organization
- Updated shipping and receiving standards to minimize touchpoints
- Daily disinfecting touch points such as door handles and work surfaces

Vancouver and Toronto offices:

- Building on our virtual team culture, our team members are continuing to work from home and we are committed to providing the same level of service.

We know that our diligent efforts are essential to being part of the solution. Thank you so much for your amazing efforts and support during this challenging time. We are stronger when we all work together.

Sincerely,

Saul Brown, President

Vancouver
210 - 128 West Hastings Street
Vancouver, BC V6B 1G8
604.210.2932

Toronto
720 Bathurst St
Toronto, ON M5S 2R5
647.493.3213