



engineered pump systems ltd.

1635 INDUSTRIAL AVENUE, PORT COQUITLAM, BC V3C 6M9

PHONE: (604) 552-7900 FAX: (604) 552-7901

TOLL FREE: 1-800-668-4533 E-MAIL: sales@engineeredpump.com

March 23, 2020

Limited Operations – Effective Immediately

Until Monday, April 6th

Possible Temporary Closure in Coming Days

Dear Engineered Pump Customers,

In an effort to protect our employees, Engineered Pump will be **limiting the number of personnel at our facility**. We may also be **Temporarily Closing our facility in the coming days** to all but emergency customer requirements depending on how the COVID-19 situation develops.

During this time we are sending all non-essential employees home to work remotely. A skeleton staff will still be on hand to answer a few calls and to do a small amount of shipping and receiving of orders.

Given the unprecedented circumstances surrounding the COVID-19 virus we would sincerely appreciate it if you would limit your calls and requests for product shipments to only those of an urgent nature. Your sales representative should contact you to provide updates on near term outstanding jobs in due course.

Unfortunately, disruptions to our operations and those that have affected our suppliers may limit the amount of information that will be able to be provided and delay response times. We kindly ask for your patience and understanding, as our staff will be doing their best under very difficult conditions.

To recap some of the steps we will be taking to address our customers' needs:

- Very limited staff on hand at Engineered Pump to answer critical calls
- Very limited staff on hand at Engineered Pump to ship urgent or critical orders
- Sales staff working remotely will be available to answer questions on email and their cell phones

We will continue to monitor the fast changing situation with the COVID-19 virus and update you with any further changes. If you have any questions or concerns please don't hesitate to contact me.

Best regards,

Troy Cressman, P.Eng.
General Manager
604-719-8130