

March 18, 2020

To our valued partners,

I know you've been receiving a lot of these types of notes, and it can be hard to make sense of all the information coming at you with regards to the ongoing spread of COVID-19.

The Blue Water Group has been monitoring ongoing developments with COVID-19 (2019 Novel Coronavirus) and when responding to an infectious disease, our company closely follows the recommendations made by our Provincial and Federal health departments. We also monitor and follow guidance from the Centers for Disease Control and Prevention plus the World Health Organization.

### **What Is the Blue Water Group Doing?**

For the protection of our staff and yours we'll be limiting personal visits to your places of work or operation. This doesn't mean we won't be responsive to any requests for product or guidance on our product line. Our first priority is consistent and exceptional customer service. All of our representatives and staff are available via email or over the phone (identified below) to support your business during this uncertain period.

Our staff are taking necessary steps to prepare for the potential spread of Coronavirus. Prevention is a priority. Cleaning and disinfecting surfaces that are frequently touched is important. All staff must follow strict procedures for frequent and thorough cleaning and disinfecting.

The Blue Water Group and its employees have enacted the most effective primary mitigation techniques to prevent the spread of all viruses are through Universal Precautions. These include:

#### **1) Washing hands:**

- washing hands often with soap under warm running water for at least 20 seconds.
- using alcohol-based hand sanitizer only if soap and water are not available. It's a good idea to always keep some on hand.

#### **2) Practicing proper cough and sneeze etiquette:**

- covering mouth and nose with arm to reduce the spread of germs.
- if using a tissue, disposing of it as soon as possible and washing hands afterwards.

### **3) Monitoring overall health:**

If a Blue Water Group employee becomes sick, they are required to avoid contact with others except to see a health care professional. Our employees are encouraged to call ahead and tell them:

- symptoms
- where they have been travelling or living
- if they have had direct contact with animals (for example: visited a live animal market) or close contact with a sick person and do not come into work if you are sick

### **4) Designated employees will work from home until further notice and travel and events are restricted for at least the next month.**

### **5) Social Distancing:**

- maintaining a distance of one metre from other people where they can avoid contact. Refraining from hand-shaking, hugs and skin to skin contact.

### **6) Limiting visitors to our offices and having one specific area to enter our buildings.**

**7) Effective immediately, we are splitting our warehouse staff into two (2) teams as part of our business continuity plan to limit the amount of staff in our facilities at any given time. This will provide greater opportunity for social distancing and to control the possibility of the spread of disease. All regular business hours will be in effect.**

### **8) In consideration of Canada's health official's recommendations, effective immediately, we are imposing a 14 day self quarantine on the following:**

- Any employee who has been out of the country.
- Any employee who has come in close contact with an individual suspected to have COVID-19.
- Any employee who has signs or symptoms of the virus OR any other illness.

You should know that the Blue Water Group will continue to monitor this very fluid situation. Our first priority is the safety and health of everyone.

As indicated above, if you would like to reach out to us and discuss further our contingency plans, please use any of the following methods of communication:

Phone: 1-780-822-6220  
Phone: 1-709-754-8900  
Phone: 1-902-468-4900

email: [mobil1ab@bluewatergroup.ca](mailto:mobil1ab@bluewatergroup.ca) (Edmonton)  
email: [mobil1nl@bluewatergroup.ca](mailto:mobil1nl@bluewatergroup.ca) (St. John's)  
email: [mobil1@bluewatergroup.ca](mailto:mobil1@bluewatergroup.ca) (Dartmouth)

Patrick Wilson, President and CEO

Blue Water Group



# BLUE WATER GROUP



## **How can we help you?**

We know you've been receiving a lot of these types of letters and it can be hard to make sense of all the information coming at you with regards to the ongoing situation of COVID-19.

The primary purpose of this piece of communication is to let you know that the Blue Water Group is here for you and your company with respect to any of your lubricant requirements now and in the future. During these uncertain times, we want to let you know that our supply chain is solid and healthy and delivering products to you is not a concern.

We are also here to work with you in relaxing any of our current minimum order quantities to assist you in acquiring the lubricants you require. Please discuss with your Blue Water Group customer care representative for further details.

In addition, the Blue Water Group is employing specific safeguards to protect you, your company and your employees. We have both non-contact pick up and non-contact delivery options that can be employed based on your preference.

You should know that the Blue Water Group will continue to monitor this very fluid situation and that our priority is the safety and health of everyone. Second, we are here to help solve all your lubricant related issues and challenges.

As indicated above, if you would like to reach out to us and discuss further our contingency plans, please use any of the following methods of communication:

### **Blue Water Alberta Customer Care:**

Phone: 1-780-822-6220 Email: [alberta@bluewatergroup.ca](mailto:alberta@bluewatergroup.ca)

### **Blue Water Alberta Sales/Tech line(s):**

**Dave Duberger** - Phone: 1-780-700-7554 E-Mail: [davedanberger@bluewatergroup.ca](mailto:davedanberger@bluewatergroup.ca)

**Sydney Lewis** - Phone: 1-780-893-8863 E-mail: [slewis@bluewatergroup.ca](mailto:slewis@bluewatergroup.ca)

### **Blue Water Agencies Customer Care:**

Phone: 1-902-468-4900 E-mail: [mobil1@bluewatergroup.ca](mailto:mobil1@bluewatergroup.ca)

### **Blue Water Agencies Sales/Tech Line(s):**

**Gary Hynes** - Phone: 1-902-240-7803 E-mail: [ghynes@bluewatergroup.ca](mailto:ghynes@bluewatergroup.ca)

**Gary Vaters** - Phone: 1-902-718-6059 E-mail: [gvaters@bluewatergroup.ca](mailto:gvaters@bluewatergroup.ca)

**Irving Abbott** - Phone: 1-902-468-4900 E-mail: [iabbott@bluewatergroup.ca](mailto:iabbott@bluewatergroup.ca)

### **Blue Water NL Customer Care:**

Phone: 1-709-754-8900 Email: [mobil1nl@bluewatergroup.ca](mailto:mobil1nl@bluewatergroup.ca)

### **Blue Water NL Sales:**

**Barry Meadus** - Phone: 1-709-685-7408 E-mail: [bmeadus@bluewatergroup.ca](mailto:bmeadus@bluewatergroup.ca)

**I also encourage you to check out our NEW website at: [www.bluewatergroup.ca](http://www.bluewatergroup.ca)  
Lots of great content and information about the Blue Water Group and Mobil lubricants!**

Robert Skaggs, Vice President – Sales and Marketing

Blue Water Group



# BLUE WATER GROUP



## **To our valued customers:**

As our Provinces begin the process of re-opening our economies and we transition to our “new normal”, we would like to take a moment to recognize that it has been a privilege to serve you in the past and we stand committed to be there for you in your future.

The Blue Water Group continues to be fully operational in all our locations across Canada with the full understanding that your business is important to us. The last few months have been difficult on all of us and we would like to acknowledge that it has been tougher on some more than others.

This new COVID-19 world that we currently live in will ultimately pass, but in the meantime, we want you to know that your safety is a priority to us. We have taken steps to drastically reduce touch points in our delivery and pick up processes to ensure that you can feel as safe as possible when accessing your Mobil product from any Blue Water Group delivery or warehouse team member.

The Blue Water Group is employing specific safeguards to protect you, your company and your employees. We have both non-contact pick up and non-contact delivery options based on your preference. We will not ask for a signature when completing a delivery or a pickup and we want you to be rest assured that someone will answer a phone to take your order or resolve any issue with an order.

We remain committed to providing you with the best service and the best product during these trying times. Please feel free to reach out to our customer care and/or sales team personnel (identified below) with any inquiries or concerns:

### **Blue Water Alberta customer care:**

Phone: 1-780-822-6220  
email: [alberta@bluewatergroup.ca](mailto:alberta@bluewatergroup.ca)

### **Blue Water Alberta sales/tech line(s):**

**Dave Danberger** - Phone: 1-780-700-7554  
e-mail: [davedanberger@bluewatergroup.ca](mailto:davedanberger@bluewatergroup.ca)  
**Sydney Lewis** - Phone: 1-780-893-8863  
e-mail: [slewis@bluewatergroup.ca](mailto:slewis@bluewatergroup.ca)

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**Irving Abbott** - Phone: 1-902-468-4900  
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Robert Skaggs, Vice President – Sales and Marketing

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