



N&C Remains Open During COVID-19

At Nicholson and Cates, the safety of our employees, families, customers and the community we serve is our highest concern.

Like so many of you we are closely monitoring COVID-19. During these unprecedented times we are doing our best to serve you while at the same time making safety our first priority.

We apologize for any inconvenience that you may experience. We are making adjustments to our operations to maintain both the safety of our employees and yours while trying to provide you with stable support.

Here are some of the basic steps we are taking to ensure the safety of our team and those we interact with.

- The Nicholson and Cates offices at both the Burlington Head Office and the Caledonia Distribution Centre have been closed to all non-N&C personnel.
- The Administration Teams at both the Burlington and Caledonia offices have been reduced with a scheduled rotation of staff to minimize the number of people physically at the office. When not in the office, our staff has been set up to work remotely from their home offices.
- Our Sales Teams are still available to assist you. The outside and inside sales teams are operating during normal business hours (8am-5pm EST). Our Outside sales teams are working remotely from home offices and will not be making face to face sales calls. They are available by contacting them by phone or email.
- Our inside sales teams are working on a rotating schedule in the office with others working from home offices. When not schedule in the office, our inside sales team will be working remotely from home.
- Additional measures are being taken at each of our locations to ensure all touch surfaces are cleaned frequently and disinfected to the best of our ability.
- All staff have been advised to stay home and self-isolate if they feel unwell or have reason to believe they may have come in contact with someone who has been diagnosed with COVID-19
- At our Caledonia Distribution Centre no pick-ups or deliveries will be accepted without an appointment.
Please call (905) 765-5513 to book appointment or to have any Distribution questions or concerns answered.

We are experiencing history, in a situation that changes daily. Hopefully we will look back and be able say the we showed patience, compassion and a sense of community that allowed us to work through this crisis with a minimum of hurt and disruption.

The next little while will be difficult, with many changes to our lives along the way. N&C will continue to work to serve you in the best way we can.

Stay healthy.

Jim Livermore