



March 13, 2020

COVID-19 (Coronavirus) Update

To Our Valued Customers,

As all of us monitor COVID-19, we wanted to reach out to inform you about the measures Pure Water Connection has been taking to ensure the health and safety of our employees, our customers and the products we provide.

We are monitoring and following guidance from the World Health Organization, the Centers for Disease Control and Prevention (CDC) and local regional health agencies.

Safety and Cleaning Protocols

- We follow safety and quality assurance protocols across our facility every day – this includes hand washing and glove requirements in certain areas – to ensure that our customers receive safe products.
- Reinforcement of frequent, thorough hand washing and respiratory etiquette. As part of this effort, we have purchased extra cleaning supplies, including sanitizer, to have on hand.
- Additionally, we are implementing increased sanitation of, delivery trucks, forklifts, common areas – including the use of sanitizer wipes for common touch points such as time clocks, door handles, light switches, counter-tops, phones, keyboards and more.
- We maintain a stringent "Good Manufacturing Process" in our facility, sanitation and safety including wearing non-latex gloves for tasks that involve product or cooler contact.
- Employees and/or guests who are ill are not permitted to be in the workplace.
- Pure Water Connection processes all bottled water product through a disinfection process that includes ultraviolet light and ozonation. This ozonation process leaves a residual disinfectant in the bottle when capped – ensuring the product is free of contamination.
- Each of our refurbished water coolers goes through a multi-step process including dismantling parts for cleaning and sanitation, the final step uses a food grade hydrogen peroxide sanitizer.

The concern over the spread of the coronavirus has increased the demand for bottled water product. Our priority is to ensure that all of our customers have the opportunity to order additional water if needed. In order to meet this demand we have increased production and supplies. As well, quantity controls are in place for new clientele to ensure our current customer base is looked after.

Please do not hesitate to call us with any inquiries at 780-413-6547.

Thank you for the opportunity to serve.

Sincerely,

A handwritten signature in black ink, appearing to be "Stacey Drefs".

Stacey Drefs
Director