

To our valued customers,

Much like the rest of the world, the Max-Secure team is closely monitoring the COVID-19 situation and has been working hard putting in place measures to protect the health and safety of our customers, team members, and the public. This is a very fluid situation, and we will be sure to keep you informed of any future developments.

### **Max-Secure Will Continue to Provide All Your Necessary Institutional Needs**

We recognize that our service is essential to our clients and their ability to complete projects on-time and within budget. As such, Max-Secure will continue to provide all your necessary institutional needs in this difficult time.

### **We are Taking All Appropriate Precautions**

The Max-Secure team has been working tirelessly to ensure the health and safety of our team members, our clients, and the public in accordance with all public safety guidelines. We have introduced enhanced sanitation measures throughout our warehouses and workplaces, and any employees returning from abroad or are unwell are being instructed to stay at home for the recommended quarantine period.

Max-Secure products will be packaged in appropriate conditions and our staff will be mindful to practice social distancing with drivers and other customers when picking up shipments. We ask that all communication and order processing be performed remotely (via phone, email, fax, sterilized carrier pigeon) in order to follow guidelines and minimize contact between staff and customers. We all need to do our part.

### **Max-Secure is Here to Help**

John A. Heffner, our VP of Sales, is at your service and available at his work number 1-800-657-4336 and his cellphone, 916-919-0568 to answer any questions you may have. General inquiries are also welcomed and can be submitted via our Contact page here: <https://max-secure.com/contact-us/>. Please don't hesitate to call, we are ready to help.

Please take care of yourself and each other during this difficult time.

Sincerely,

The Max-Secure Team