



# COVID-19 Customer Update

March 24, 2020

## EastGen's Role and Responsibility Navigating Through COVID-19

Our top priority is the health and well-being of our customers and staff as well as their families and employees. We will continue servicing producers as an essential service to ensure Canada's food supply is not compromised. We take the role of an essential service very seriously and are implementing extra precautions and additional measures to keep everyone safe. The following are the steps we are taking to meet government guidelines aimed at securing a healthy workplace for you and our staff:

### 1) We will let you know we're coming

All of our service representatives will be required to give you advance notice of their arrival on your farm with an approximate time. This will also give you an opportunity to communicate any concerns you may have to your service representative.

*(It is required that you advise our staff if you or other individuals on-farm have travelled.)*

### 2) We would appreciate some space

We ask that you cooperate with our need to limit face-to-face contact; if face-to-face is needed, we request that you adhere to a minimum personal distancing of 2 meters.

### 3) We will wash up after every stop

All EastGen representatives will wash and sanitize their hands in addition to regular bio-security practices, at each farm stop.

We are working to ensure there is little to no disruption of services to our clients. We are closely monitoring any changes and will continue to make decisions with vigilance and guidance from health officials and government leaders.

If you have any concerns, we ask you to reach out to your service representative.

Thank you for your patience and understanding as we navigate through these unprecedented times.

***The EastGen Team***



## Impact on Phone Services

We are currently experiencing inconsistent quality in our telephone services. All dispatch lines are working at this time. If you try to call and cannot reach our dispatchers, please continue to try. We ask for your patience with any call quality issues.

Please be advised that all telecom carriers in Canada are experiencing challenges due to the COVID-19 situation. There is unprecedented call volume across all regions and systems as people are employing work from home strategies, calling their loved ones, and trying to contact both provincial and federal health departments.



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