



March 27, 2020

Dear valued friends and customers,

As we continue to monitor the situation with the COVID-19 outbreak, we want to assure you that Radiation Solutions Inc. (RSI) is taking measures to ensure our employees are protected while continuing to provide the highest possible level of support to our customers, vendors and valued friends.

### **How RSI is dealing with it**

We have made several adjustments to ensure the safety and well-being of our team members, our customers, and the general public. This is our top priority.

Our business is open and while we are operating with reduced staff in the building, we continue to receive, build, ship and service urgent orders.

We are closely following government guidelines and encouraging our staff to work from home where possible, as well as restricting travel and face-to-face meetings. While doing this, we continue to have telephone and email communications to ensure that we can provide support and assistance to our customers remotely. We are confident that service will not be affected.

### **How this affects our Customers**

As mentioned, many RSI personnel are working from home, where possible. RSI will remain focused on working closely with all of our customers. Therefore, we kindly ask you to communicate through email whenever practical.

For service requests: [service@radiationsolutions.ca](mailto:service@radiationsolutions.ca)

For sales inquiries: [sales@radiationsolutions.ca](mailto:sales@radiationsolutions.ca)

For all other inquiries: [info@radiationsolutions.ca](mailto:info@radiationsolutions.ca)

As always, RSI can still be contacted at 905-890-1111 between 8:00am and 3:30pm EDT.

### **How this affects our Vendors**

Due to the reduced number of staff in our office, we kindly ask you to call ahead for any deliveries. You will then receive instructions regarding drop-off.

Please call us at 905-890-1111 between 8:00am and 3:30pm EDT.