

## TO OUR VALUED PARTNERS:

At Senso, we remain 100% committed to bringing our customers the products and services you have come to expect from us. It is important for you all to know that Senso remains operational and continues to follow all government directives related to COVID-19, all while supporting you (our valued customers), and our team members during these uncertain times. As news evolves, we'll share more as we get new information.

### WHAT DOES "SHELTER IN PLACE" MEAN?

Provinces may define it slightly differently, but a shelter in place means staying at home, limiting outings to grocery stores, pharmacies, and other essential businesses as well as staying at least six feet away from others. The duration of this order is not specified, but we will continue to keep you informed and share regular updates as we get them.

We are 100% focused on the safety of our team and will ensure that they adhere to social distancing rules, washing hands upon entering the building, sanitizing regularly, wearing gloves, masks, and generally following all standards set by the CDC.

In addition to our dedicated team members being on site, we are also working from our homes in many cases. Everyone from inside / outside sales, finance, and marketing are set up to support you, take your calls, process orders, and answer any questions you might have related to new or existing orders as well as general product information and availability.

### WHAT THIS MEANS TO YOU:

**Orders:** All existing orders will continue to be built and shipped to our highest standards. If we should have any production changes that could potentially cause a change to your ESD, we will contact you immediately to discuss options.

**Shipments:** We are working side by side with our suppliers during this crisis and we're happy to say we're receiving regular shipments enabling us to continue to build orders at normal levels and get them shipped as quickly as possible.  
**Job Site Closures:** Please alert the Luminii Customer Service team as soon as possible if shipment locations need to change based on job site closures due to COVID-19.

**Contact:** All of us at Senso are ready on the phones, text, and email to serve you so, please don't hesitate to reach out to us.

### HELPFUL RESOURCES FOR HEALTHY PRACTICES RELATED TO CORONAVIRUS

- [\(COVID-19\) Centers for Disease Control \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [Public Health Agency of Canada \(PHAC\)](#)

If you have immediate concerns about existing orders or projects that could be affected by coronavirus (COVID-19) please email us at [orders@sensolighting.com](mailto:orders@sensolighting.com) with "Covid-19" in the subject line. We want to reiterate that in this time of crisis we are here to support your business in any way we can.

At Senso, we are taking every action we can to ensure the safety of our people while we still maintain the highest level of customer service possible. The executive team and supervisors are here to answer any questions and help you all through this time of uncertainty.

Stay safe and be well,

**From all of us at Senso.**