



Trochu Motors Ltd  
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Trochu, Alberta T0M 2C0  
403-442-3866  
[www.trochumotors.com](http://www.trochumotors.com)

To our valued customers, business partners, friends and community,

We hope you are managing in these challenging times. The COVID-19 pandemic is massively impacting our lives. We're writing this to share with you our team's response, our goals, and the effects on our service delivery to you.

This pandemic has highlighted the importance of people – our families and friends, our team, our customers, and our communities. Trochu Motors' goal is to support these people as best we can.

Our shared industry – agriculture - is of utmost importance. Ontario listed the food supply chain amongst its essential workplaces. While, at the time of writing, Alberta has no comprehensive list of essential services, they are described as those that, "if interrupted would endanger the life, personal safety or health of the public." At Trochu Motors we are proud to be part of feeding the world – an essential service. Our customers, team, and society need our support as best we are able to provide it. So we will remain operational until or unless we are no longer able.

We will continue to take precautions to keep everyone as safe as possible in our duties. We have implemented social distancing and heightened cleanliness to slow the risk of spread internally, and we have taken steps to reduce the risk of transmission between our team and our customers. Some of those steps have altered our methods of service delivery, so we wanted to outline them for you.

#### Parts Department

Our show room has floor markings indicating appropriate areas to travel and stand. We will also limit the amount of traffic, possibly by locking the door. We encourage parts orders by phone 403-442-3866 or email [tromo.ethan@hotmail.com](mailto:tromo.ethan@hotmail.com). You can pick up your parts outside in our drop box, and we can also use direct ship methods where available. For now, we will maintain regular business hours.

#### Service Department

Our team will continue to service you. We are not allowing customers in the shop area, but we are available for shop and field work. We are taking extra care to ensure equipment is thoroughly cleaned before entering and after leaving our shop. Our field technicians will be taking social distancing and cleanliness precautions. We ask that customers please wipe down the cab, door handles, and other areas of contact on any equipment that will be worked on.

#### Sales Department

Our sales staff will be available, although they may be working out of the office and are best reached by phone, which we can direct from the main line. We will confirm in-person visits ahead of time and take precautions.

#### Administration

Bill payments can be made by alternate arrangements such as e-transfer, credit card over the phone, etc. Also, if you wish for statements to be emailed to you instead of direct mail please let us know.

We are still in the early stages of this. We appreciate your support and patience as we navigate these uncharted waters as best we can. The situation is changing rapidly and we will keep you updated.

Sincerely,

Jack Stankievech, Rich Meding & the Trochu Motors Team