



To our valued Whitaker, Anchor, and Word Alive customers and business partners:

As we continue to closely monitor the COVID-19 outbreak, the health and well-being of our employees, customers, and colleagues is of utmost importance to us. Our prayers are with all those presently impacted by the coronavirus.

Whitaker Corporation is diligently checking the latest reports from the Centers for Disease Control (CDC) and the World Health Organization (WHO) and we are taking a number of precautionary measures for the health and safety of our staff, customers, and colleagues. Our goal is to do everything we can to help you keep your operations up and running and people safe during this unprecedented and evolving situation.

At the present time, we are open for business and are implementing measures to mitigate risk. We have ceased all travel and have closed our offices to visitors. We are preparing to implement work-from-home capabilities for those positions that can be performed off site. Lastly, we are working to split our warehouse staff into two shifts to increase social distancing among our employees.

These measures are going to result in some changes to our daily operations.

- If your store is closing temporarily, please notify us at orderdesk@wordalive.ca or by calling 800-665-1468.
 - We will not ship backorder releases on their own but will continue to release them onto submitted orders.
- The same-day shipping guarantee will be temporarily suspended while our warehouse is split into separate shifts. Orders received early in the day will have the best chance of shipping that day; all orders should ship by the next day.
- Employees working remotely will have their calls forwarded to their home or cell phones. If they are unable to answer the call, it will not be possible to return to our phone system.
 - If you do not receive a response within two hours, please call back at our main number (in Canada 800-665-1468) to make sure you receive the proper follow-up.
- We may have fewer Customer Care staff members in the office available to answer phones.
 - We encourage you to place orders via the website and email.
- Inbound shipments from vendors and large, outbound truck orders may take slightly longer to process. We thank you in advance for your patience.

We trust that God will guide the researchers, doctors, and governmental leaders to make wise decisions to bring us through this health crisis, and we pray for all of those leading the fight against this virus.

We will continue to provide ongoing updates as the situation evolves. If you have any questions, please do not hesitate to reach out to us.

On behalf of all of us at Whitaker Corporation, thank you for your continued business.

