



## COVID-19 Update 2.1

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### COVID-19 update relating to tree planting supplies, tree planters and planting companies EXTREMELY IMPORTANT

We are not able to accommodate crews and/or groups of tree planters in the store or area as we have in the past due to the lack of ability to establish proper distancing as set out by the PHO's orders and for the safety of our staff.

We kindly request that crews not be brought down to the store for gear selection as we will not be able to handle the volume of people without undue risk to our staff.

We are more than willing to work with every planting company on ways to be able to supply your planters. Please contact our main forestry and silviculture account manager Landon Carty or store manager Andrew Mackenzie for more information. Please contact us as early as possible so that we can make the required arrangements to assist you

We have a few options that may ease the process of getting gear for your planters:

- 1) Planters can place their orders online and have the order held for pick up or shipped to their destination.
- 2) Planters can place their order online and have it designated for pick up by another individual or foreman.
- 3) Planting companies can place orders on behalf of the planters pick up the orders in bulk (we can tag and package individual's orders to make it easier for your distribution). These orders would have to be paid for by the planting company on the planter's behalf.
- 4) Planting companies can purchase gear from us and resell it to your planters. Please note that returns in if this is done may be no more than 10% of the initial order.

Please note that while in the store we require people to observe adequate spacing and observe line markings on the floor to be in adherence with the orders of the PHO's office for 2m social distancing.

Please call in advance before coming in for orders so that we can have your order prepared and ready for your arrival and hopefully cut down on in store contact time and get you on your way faster. We are available for order pick up after hours, including Saturdays, provided arrangements are made at least 2 days in advance – we will not however be able to do new orders, or individual or group sales at those times, it is pick up only for orders placed in advance.

We sincerely apologize for any inconvenience that this may cause, we know you are busy making many other arrangements for your planting season. We would invite you to discuss any concerns or ask any questions in advance to prevent any delays.

Regards,  
The Staff & Management of IRL Supplies

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We strive for:

Exceptional Customer  
Service

Exceptional Products &  
Services

Exceptional Workplace  
Atmosphere