



To our Valued Partners,

We've got some great news to share with you!

As you know, in 2024 Rawlings underwent a full-company computer system upgrade to set us up for future growth. It was a necessary evil, and there were a few 'hiccups' along the way while we transitioned to this new system.

We sincerely apologize for the inconvenience that this has caused you and your business over the last 6 months... but things are about to change just in time for the 2025 Spring Season.

Over the years Rawlings Canada has set the standard for exceptional service within the diamond sports industry, and we take great pride in that. The great news we're happy to share with you today is that we are back in motion. Here are just a few things we're confident you'll be happy with too:

- Re-Investment in staff at Head Office & Distribution Centre.
 - 4 Office Head Count added for added service levels.
 - 6 Season Support Staff in our warehouse
 - 3 Promotions Taylor McMillan, John Lapage, Carolyne Bjelan
- Major Investment in Inventory for reliable distribution in season.
 - New inventory for the 2025 season is starting to roll in and we are stocked, ready and able to deliver.
- Rawlings Canada B2B platform is back, operational, and trustworthy.
 - Our inventory feeds have been restored and are now accurate.
 - <https://b2b.rawlings.com>
 - **New** Featured Item and NGF Transitional Catalogs coming soon.
- Upgraded Phone Systems for added service levels
 - 1-800-741-7205
 - Ext 1 = Customer Service
 - Ext 2 = Returns
 - Ext 3 = Credit
 - Ext 0 = Reception
 - New Direct Dial Extension (see Directory below)

Thank you for your understanding during this time! We are looking forward to continuing to support your business, and the diamond sports industry this upcoming season and for many seasons to come.

Sincerely

Rawlings Canada

<u>STAFF LIST</u>	Name	Direct Dial
General Manager	Randy Beatty	(519) 750-0263
Business Unit Director	Jason Shipley	(519) 750-1011
Canadian Retail Sales Manager	Eric Robinson	(519) 750-1395
Team Sales Manager	Kim Sarrazin	(514) 606-8172
HR Manager	Donna Camilleri	(519) 750-1473
Demand Planner	Josh DeLyzer	(519) 750-0879
Key Acct. Brand Marketing & Supply Plan Specialist	John Lapage	(519) 750-0985
Content Brand Marketing Coordinator	Stephanie Van De Ven	(519) 750-0265
Inside Sales & Marketing Coordinator	Owen MacNeil	(519)750-1911
Director Sales & Operations	Taylor McMillan	(519) 750-0264
Retail Sales Analyst	Katie Rowan	(519) 750- 1572
Customer Service Manager	Carolynne Bjelan	(519) 752-9412
CSR Custom	Angela Gamble	(519) 752-9809
CSR Retail Assistant	Kayla Derks	(519) 750-0320
CSR Returns & Warranty	Lindsay Neil	(519) 750-1263
Accounts Payable/Reception	Patricia Sawyer	(519) 750-0266
Office Administrator/Reception	Jessica Jennings	(519)-750-1367
Warehouse & Traffic Manager	Mark Edmison	(519) 750-0267
Assistant Warehouse Manager	Jason Crooker	(519) 750-1390