

# Always Mindful of Serving our Farm Customers, Dealers & Distributors

At Bourgault Tillage Tools, our Farm Customers, Dealers and Distributors are foremost in our thoughts. We do our best to always serve you to the best of our abilities.

We do this most importantly by listening to your concerns and to your suggestions, always doing our best to understand where we can improve upon existing products and services. We also do this by innovating, researching and developing new and better products and services wherever possible.

We recognize that if we provide exceptional value to our Customers to help you prosper and to improve the quality of your working lives through high quality products and services that we all benefit as a result.

## North American Suppliers

At BTT, we purchase the majority of our steel, castings and merchandise from high quality and reputable North American Suppliers such as SAAB and Evraz for our steel, and Lethbridge Iron Works for our castings. We choose to pay a premium for North American steel, castings and tungsten carbide among other raw materials we purchase to provide our Customers with the best possible products made from the best possible materials.

From our own research and development testing over the years, we have found the quality and consistency of North American Suppliers to be significantly higher than offshore materials. As a result, we have chosen to continue to support local Canadian and American raw material suppliers with over 95% of our purchases. Another major advantage of using North American Suppliers is speedier delivery for orders placed on short notice. We do however purchase some of our raw materials from offshore suppliers, where the quality is consistent and high enough to meet our high quality standards in an effort to reduce costs where possible.

## Innovating Existing Products

There is an old saying; "Don't fix what's not broke." You will notice that the BTT catalogue and website have both continued to expand and to improve each year for the past 25 years. The reason for this is that we have in our catalogue many of the original – tried and true – tillage, fertilizer and seeding products on which we founded our Company back in 1991. As well have continually expanded our line-up of tillage, fertilizer and seeding openers over the past 25 years as farming and seeding equipment and practices have evolved and improved.

At Bourgault Tillage Tools, our Company Philosophy has always been one of continuous improvement wherever possible, in our products and throughout our entire organization, so that we can improve our products and services as much as possible while remaining competitive. Thus, our Mission and our Commitment to our Customers; is to continue to do our best to deliver the most innovative, highest quality products and excellent service to our Farm Customers, to our Dealers and Distributors in North America, Europe, Australia and around the world.

We would like to thank you for your continued support in 2017. We wish you increasing success and prosperity in 2018 and beyond.

Sincerely,

Joseph Bourgault  
President

