

MEDIA RELEASE

WOLSELEY



April 13, 2026

FOR IMMEDIATE RELEASE

Wolseley Enhances Customer Experience with DispatchTrack

New technology ensures timely deliveries, real-time visibility and seamless communication for all customers

BURLINGTON, Ont. – Wolseley Canada is excited to announce the launch of DispatchTrack, a new delivery management platform designed to streamline and elevate the customer delivery experience.

By integrating this advanced software into its operations, Wolseley Canada is setting a new standard for transparency, efficiency and communication in the delivery process.

“Deliveries are often the most visible touchpoint our customers have with us,” says Sabrina Maraj, Vice President of National Operations at Wolseley Canada. “DispatchTrack allows us to enhance that experience by giving customers real-time updates, accurate delivery estimates and peace of mind knowing their orders are in good hands.”

DispatchTrack offers a range of features focused on improving the customer experience, including:

- **Route optimization:** Deliveries are planned to maximize efficiency and meet requested appointment times, ensuring faster and more reliable service.
- **Real-time tracking:** Customers can monitor the status and location of their deliveries at any time, providing accurate arrival estimates and confidence in the process.
- **Electronic proof of delivery:** Drivers capture signatures and photos at the point of delivery, offering transparency and documentation for both Wolseley Canada and its customers.
- **Automated notifications and updates:** Customers receive timely communications about delivery status, keeping them informed every step of the way.
- **Enhanced delivery accuracy and personalization:** Features like Google Maps street view, driver profiles and in-delivery photos ensure each delivery is accurate and personalized.

The decision to integrate DispatchTrack into Wolseley Canada’s operation follows the platform’s successful rollout at Wolseley’s parent company Ferguson Enterprises Inc., where it significantly improved driver efficiency, fleet utilization and customer satisfaction.

“Timing and reliability can mean everything for a project,” says Maraj. “DispatchTrack helps us plan effectively and keeps customers informed if exceptions arise. It’s a tool that protects our customers and ensures confidence in every delivery.”

The launch of DispatchTrack represents Wolseley Canada’s ongoing commitment to enhancing customer service and operational excellence.

For more information, please visit <https://www.wolseleyinc.ca>.

About Wolseley Canada:

Wolseley Canada is a market leader in the wholesale distribution of plumbing, heating, ventilation, air conditioning, refrigeration, waterworks, fire protection, pipes, valves and fittings and industrial products. With its head office in Burlington, Ontario, the company has approximately 2,500 employees and more than 170 locations coast to coast. Wolseley's team of sales and service specialists, an industry-leading e-business platform, [Wolseley Express](#), and relationships with the best vendors and brands in the business, make Wolseley the professional's choice across the country.

Wolseley Canada's parent company, Ferguson (NYSE: FERG; LSE: FERG) is North America's largest value-added distributor of essential water and air solutions, serving specialized professionals in our \$340B residential and non-residential construction markets. We help make our customers' complex projects simple, successful and sustainable by providing expertise and a wide range of products and services from plumbing, HVAC, appliances, and lighting to PVF, water and wastewater solutions, and more. Headquartered in Newport News, Va., Ferguson has sales of \$31.3 billion (CY'25) and approximately 35,000 associates in over 1,700 locations. For more information, please visit corporate.ferguson.com.

-30-

For more information, please contact:

Vanessa Lupton

Communications Manager

Vanessa.lupton@wolseleyinc.ca