



A message about Coronavirus (COVID-19)

**G.Scott Hill, Vice-President
RelaDyne Reliability Services**

Dear Valued Customers,

Our mission is to provide you the best service possible. Our top priority is your safety and the safety of our employees (associates). Given the international and domestic concerns regarding the novel coronavirus (COVID-19), I want to personally reach out to you, our valued customers, and communicate directly the actions RelaDyne Reliability Services (RRS) is taking to keep you and our employees (associates) safe while allowing us to serve your business needs with confidence.

We continue to closely monitor the ongoing COVID-19 situation and guidelines of governmental health agencies, such as the Center for Disease Control (CDC), the World Health Organization (WHO) and local health organizations as well as guidance from federal, state and local officials, to ensure we make informed decisions to take all necessary steps to protect the health and safety of our customers and our employees.

Below are some examples of what RRS is doing:

- Our employees have been instructed to wash their hands thoroughly, which has been proven by the CDC to be the most effective preventative measure and sanitize.
- Our employees have been encouraged to stay home if they are feeling sick, and we've highlighted our paid time off policies to make sure our employees have every opportunity to seek medical attention, if needed.
- RelaDyne Reliability Services (RRS) has professional, third party cleaning services that routinely clean our facilities. The third-party cleaning services businesses are thoroughly cleaning and disinfecting our facilities and office environments including high traffic areas and restrooms.
- RelaDyne Reliability Services (RRS) formed a COVID-19 Response Team comprised of competent and fully capable leadership team members who are constantly monitoring and meeting regularly to review the situation.
- RelaDyne Reliability Services (RRS) established a COVID-19 Guidance and Contingency Plan. (see attached) that reflects a framework designed to enable our company to proactively monitor the situation and implement contingencies and business continuity plans as needed.
- RelaDyne Reliability Services (RRS) regularly educates our employees on COVID-19 symptoms as well as proactive and preventative measures.



Reliability Services



- RelaDyne Reliability Services (RRS) has suspended *non-essential* business travel to international countries and high-risk areas by our employees. Business travel by our services and sales teams to areas to perform authorized activities and reliability services projects (e.g. flushing, etc.) is permissible.

COVID-19 is a serious matter that requires everyone to understand the facts, stay calm and use sound judgement as we work our way through this together. Individual caution and good hygiene habits are the most important actions anyone can take to reduce the risk to COVID-19. We will remain in close contact with governmental health agencies and take the proper precautions as this situation evolves.

I appreciate your understanding as we navigate through this difficult time. We are thankful for your business and will continue to provide updated information as it develops.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Scott Hill".

G. Scott Hill

Vice-President

RelaDyne Reliability Services