

March 16, 2020

Experitec Customers, Partners, and Friends,

As the impact of COVID-19 is being felt both locally and globally, I want to personally assure you on behalf of all Experitec Employee Owners, that Experitec is fully prepared to support your needs. We have taken a proactive approach to ensure our workforce remains healthy, effective, and prepared to support all our customers. Our plan ensures we are able to provide the support, service, and partnership you expect from Experitec while also keeping our customers and employees safe.

By March 18, 2019, all Experitec employees able to perform their functions remotely will be doing so. Experitec has made significant investments in IT infrastructure to support the ability for our employees to perform their job functions remotely. Additionally, we have worked closely with Emerson to ensure our protocol for sending service providers to customer sites to support customer needs takes into consideration the appropriate care, isolation, and testing required. Additionally, we have the ability to work with your IT staff to utilize remote monitoring tools to assure your assets are running appropriately.

In addition to following the guidelines set forth by federal and local governments, the World Health Organization and the Centers for Disease Control and Prevention, our plan includes:

- Limiting potential exposure within our community by having all employees outside our warehouse operations working remotely starting Monday, March 16, 2020.
- Required risk assessments for employees who have traveled to COVID-19 hot spots to determine further medical screenings and/or self-quarantine.
- Heightened personal hygiene and workplace sanitization.
- IT capabilities to allow employees to work from home, conduct virtual meetings and have secure file-sharing methods.
- Cancellation or postponement of all large (more than 10 people) on-site meetings and events.
- Real-time updates from the Experitec Emergency Response Team to make sure each employee has the latest information on the COVID-19 virus.

We want you to know you can expect the following from Experitec as your partner:

- We are still operating at full capacity during normal business hours Monday through Friday and are always available afterhours through our 24/7 Support.
- You should not see a difference or disruption in our ability to serve and support you.
- Our employees are all equipped with the technology necessary to continue to support our customers remotely. All employees are able to host online meetings, answer phones remotely, and hold video meetings.
- Our sales and services resources are not quarantined and are able to visit your site or hold business-necessary meetings (of less than 10 people) at our offices.

You also have our promise that our employees will approach serving your needs as if they own the company – because they do. As a 100% employee-owned business, our dedication to our customers' success is critical to our success particularly in challenging times like this. We will continue to be proactive in our approach to this dynamic and fluid situation.

Sincerely,



President & CEO