

July 27, 2020

Experitec Customers, Partners, and Friends,

As the impact of COVID-19 continues to be 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 continued with our approach to keep our workforce healthy, effective, and prepared to support all our customers. Our plan ensures we continue to provide the support, service, and partnership you expect from Experitec while also keeping our customers and employees safe.

Most Experitec employees can fully perform their functions remotely and have done so since March. Experitec's investments in IT infrastructure continue 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 can work with your IT staff to utilize remote monitoring tools to assure your assets are running appropriately.

In addition to 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 only ~25% of our current workforce working from our offices at any given time. All other employees are continuing to work remotely.
- Requiring all employees and visitors to self-screen for COVID-19 related symptoms and confirm they have no symptoms prior to entering an Experitec office. Employees and visitors who are experiencing any symptoms are asked to remain at home.
- Upon arrival, all employees and visitors have their temperature checked. Individuals with a body temperature of 100.4°F or higher will be asked to leave the building.
- Providing access to necessary personal protective equipment (PPE) as needed for employees making customer site visits and working in our facilities.
- 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