



05 November 2020

Dear Valued Customer/Supplier,

As a valued Customer or Supplier of Process Service & Manufacturing (PSM), we want to acknowledge our recognition of the risks associated with COVID-19 and share the precautions PSM has taken to support the protection of our Employees and their Families, our Customers, Suppliers, and the general public. PSM abides by the recommendations of the CDC and OSHA on preparing workplaces for COVID-19. We are continuing to closely monitor and follow the CDC and local authorities' guidelines, recommendations and updates.

In addition to these stated policies, PSM has implemented precautionary actions in our business, which include the following.

- All Employees have been asked to not attend any large gatherings, meeting/events, or any other significant sized event with over 10 people attending.
- Employees entrances have been segregated between shops as well as Administration and Shop Employees
- Mandatory temperature checks for all Employees are required at the beginning of each shift.
- Where possible, conduct group meetings via phone or web, both external and internal.
- All Employees have been instructed to closely monitor all Customers' policies related to any visits, inclusive of deliveries.
- All Employees are being asked to self-report any contacts with individuals who may have, or been exposed to the COVID-19 virus, with subsequent protocols to follow as directed.
- Requesting all Employees to reconsider any personal air travel, out-of-state travel, and large group gatherings outside of work.
- PSM Safety Managers and all Shop Supervisors have been provided with sanitizing spray to continuously use on doors and high traffic areas.
- PSM now requires mandatory temperature screening of Visitors upon arrival in our facilities.
- PSM will continue to follow our business continuity plans, adapting as needed, to ensure we serve our Customer's needs while ensuring the safety of our PSM Employees.

It's important to work together, remain practical, make good choices and practice good personal hygiene. While there still remains much uncertainty around the virus situation, I can assure you that Process Service & Manufacturing is doing all we can to keep our Employees, Customers, Suppliers and general public safe as we continue to serve your needs through these challenging times.

Sincerely,

A handwritten signature in black ink, appearing to read "Christopher T. Schutte", with a long, sweeping underline.

Christopher T. Schutte, President