

March 18, 2020

Dear valuable customers, vendors, and partners:

The DH Pace Company Inc. (the “Company”) is open for business and ready to serve your needs. The Company is closely monitoring the COVID-19 situation guided by the CDC and local public health officials. We have taken action in a variety of ways to support the effort to limit the spread of the virus with a central focus on the health and well-being of our employees and their families, our customers and their families, and the public at large. These actions include but are not limited to:

**In the Community =>**

Community Organizations. We are mindful of the impact this evolving situation has on the lives of our employees, customers and everyone in the communities we serve. We have increased our financial support to local community service organizations such as local food banks, health clinics serving the poor and elderly and community blood centers to provide support to those most in need.

**At the worksites=>**

Employee Health Reporting. We have instructed our employees to inform us immediately if they are diagnosed with COVID-19 or if they have been in close contact with someone who is diagnosed with COVID-19. In these cases, we are closely following the guidance from the CDC and the local public health officials regarding return to work criteria. We have also instructed our employees to stay home if they are feeling ill.

Visitor/Workplace screening forms. We recognize that some customer facilities have established a screening form for visitors to complete to help limit the spread of the virus. We have instructed our employees and subcontractors, if they are comfortable with the specific language on the form, to sign it. Additionally, we have directed our employees to answer all of the questions in good faith and to the best of their knowledge at the time of their signature.

The representations made by employees or subcontractors working for the Company are based solely upon and in reliance on statements obtained from them and not from any personal knowledge or observation by the Company. The Company has not undertaken any investigation to verify the accuracy of such statements on these visitor screening forms and makes no representation as to their accuracy.

DH Pace Company, Inc.

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**At our facilities=>**

We established a full-time emergency response team. Its purpose is to monitor the situation daily through the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and local government websites, and to develop and execute plans in accordance with their guidance on behalf of the Company.

We are providing educational materials. We have distributed information and guidelines from the CDC to our employees to encourage them to take recommended precautions. These actions include, but are not limited to:

- Displaying CDC posters throughout our facilities addressing symptoms and ways to stop the spread of germs
- Sending out periodic digital updates with linked resources from the CDC website
- Conducting more frequent cleaning of common areas in our facilities.
- Conducting safety “toolbox talks” with our technicians

We introduced social distancing. In conjunction with recommendations from the CDC and local public health officials, we have established a risk mitigation process. The Company has a dedicated line of communication for employees to report if they or someone they’ve been in contact with receives a COVID-19 diagnosis, or if they exhibit symptoms. In these cases, we are closely following the guidance from the CDC and the local public health officials regarding return to work criteria. These actions include, but are not limited to:

- Reporting to corporate HR travel completed prior to returning to work
- Cancelling all company-related events, meetings, or gatherings over the person limit recommended by the CDC
- Directing employees not to attend any business-related events, meetings, or gatherings over the person limit recommended by the CDC
- Cancelling all non-essential business-related travel

Business Continuity Plan. In the event a location must be vacated for a brief or extended period of time, we have plans in place to continue critical operations remotely. We maintain a robust IT network and phone system using a variety of safeguards, back-up systems with remote access capabilities to ensure connectivity. We also manage a multi-million dollar inventory distributed across our 50 locations to mitigate supply chain disruptions.

The situation remains very fluid. The Company is monitoring developments closely and taking action as appropriate to accommodate the changing circumstances. We are committed to work together with everyone in our communities to get through these difficult times and on to better days ahead while also helping those less fortunate along the way.

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