



March 16th, 2020

To our Valued Customers and Suppliers,

We have received numerous emails over the past week regarding COVID-19. This letter is intended to address the concerns voiced by your communications and inform you of the active measures we have taken to protect both our employees and customers.

Industrial Service Solutions will remain open, staffed, and ready to serve our customers with the same professionalism and customer service we have provided for many years. We will do everything in our power to ensure that there will be no interruptions to the services we provide. We expect to provide the same level of service required for all of our customers and vendors.

Industrial Service Solutions management continues to actively monitor the coronavirus outbreak and is committed to the safety of our employees, business partners, and communities.

This is what Industrial Service Solutions is doing to be able to continue to serve our community:

*To protect the safety of all, we are:*

- Performing trainings with employees focused on prevention of infection through proper hygiene
- Avoiding congregating and preserving more personal distance than usual
- Actively encouraging sick employees to stay home
- Disinfecting buildings during the work week/weekends, increased hygiene standards and cleaning
- Limiting business travel
- Formally processing all visitors upon arrival

*To prevent interruption in our daily activities, we are:*

- Implementing our corporate wide Business Continuity Plan for Pandemic Outbreaks
- Ensuring that we have a sufficient stock of materials
- Actively evaluating our supply chain and assuring that we have back up suppliers where possible

*To care for our employees, we are:*

Providing the local business leaders, the ability to make decisions for affected employees and their facility. Some of the challenges that we have been asked about involve school cancellations, having someone living with them that is in a higher risk category, or other family specific issues. As each situation is different and unique, Industrial Service Solutions is working to accommodate and support our employees' particular concerns and challenges.

*We are actively encouraging all employees to follow these guidelines:*

- Stay home when you are sick. **If you come to work sick, you will be sent home**
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces
- Clean your hands often



*Provided general information on the spread avoidance of the virus:*

- Avoid close contact with one another (within about 6 feet)
- Get rest (to keep your immune system in good working order)
- Stay hydrated
- Stay active, eat healthy, and
- Reduce stress

*To support the business, we have implemented the following procedures:*

- No visitors are authorized without a scheduled meeting/appointment and prior management approval
- Prior to arrival, please contact your host to coordinate your visit
- Prior to entry to site, all visitors will not have symptoms of infection from COVID-19, have not had contact with someone with a laboratory-confirmed case of COVID-19, and have not traveled to an affected area as defined by the CDC.
- Visitors will be denied entry if they have one of these symptoms:
  - Fever with a temperature >99.5°F
  - Cough
  - Sore Throat
  - Muscle Aches
  - Headache
  - Diarrhea

We wish to thank all of our employees, customers, and vendors for their patience as we work to maintain operations with these additional limitations and restrictions. We truly value and appreciate the business relationships that we have developed over the years.

Industrial Service Solutions will continue to strive to provide competitive service solutions for our customers, deliver high-quality products and parts, perform superior repairs and maintenance, and support all who we serve.

Please know that we are prepared to make it through the difficult and challenging times to deliver safe, reliable, and high-quality performance in all that we do.

If you have any further questions or concerns, please do not hesitate to reach out. Thank you for your business, loyalty, and support.

Sincerely,

*Wade Stockstill*

Chief Operating Officer  
Industrial Service Solutions