



March 17, 2020

Dear Novaspect Customer,

As the threat of COVID-19 Coronavirus continues to evolve, I want to reaffirm Novaspect's commitment to the health and welfare of our communities, customers, employees, and partners. In recent weeks we have been working to implement local procedures that are consistent with the best practices of the Center for Disease Control, our customers, and our business partners. Our partners have also developed comprehensive procedures to mitigate the continued threat of COVID-19 and recent reports indicate minimal supply chain interruptions to date.

Novaspect has an obligation to the industrial manufacturing and energy industries in the upper Midwest to continue providing process automation products and services in the most safe and controlled environment possible. We have invested in the infrastructure necessary to support remote operations, engineering, and commercial interactions and are implementing procedures to mitigate risk and minimize the spread of the virus while continuing to support our customers and communities. These procedures include:

- Relocating employees who can work remotely to home offices
- Pre-screening and confirming customer compliance for all service personnel prior to customer site deployment
- Self-reporting daily temperature for all service personnel currently deployed at customer sites
- Adding a second shift to our largest valve repair facility to add capacity and separate workforces
- Temperature monitoring of all employees entering Novaspect facilities
- Restricting visitors to essential interactions and only after successful pre-entry screening
- Educating employees on COVID-19 mitigation
- Quarantine of individuals with known or potential exposure to COVID-19 cases
- Restricting all business related air travel and requiring self-reporting of at-risk personal travel
- Cancellation of all non-essential meetings, training, or group interactions
- Purchase of additional inventory to mitigate any future supply chain constraints

Our leadership team continues to review and discuss our health and welfare processes on a daily basis to ensure compliance and establish new or improved methods to address the continuous evolution of this threat and our customer's needs.

Thank you for your continued partnership as we work through our current challenges together.

Sincerely,

*Joseph S Simchak*

Joe Simchak  
President