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March 17, 2020

Our Commitment to Customers During COVID-19

Dear Valued Customer,

As COVID-19 continues to evolve in Canada. Precision Service & Pumps Inc. would like to provide reassurance that we are closely monitoring the developing situation and have resources in place to minimize disruption of our services.

Our business continuity plan includes:

- Updating and informing our employees about how to stay healthy, including stopping international travel and limiting regional travel, providing clear direction on safe working environments, procedures and customer interactions, as well as identifying and encouraging those who may be symptomatic to not come to work and focus on their wellness.
- Identifying essential service situations where operation is required. Non-critical projects may be postponed or re-scheduled. Precision Service & Pumps Inc. is dedicated to the health and safety of its employees, its customers and to the public.
- Supporting flexible work and virtual meeting options for those employees who can work from home to avoid exposure. For our service or site-located employees where working from home is not optional, we have instituted partial isolation procedures to ensure we maintain this critical workforce. We will work closely with our customer sites to ensure we comply with local project-specific procedures.
- We will continue to monitor reports and requirements from local, provincial and federal government health agencies, and will modify our approach depending upon customer specific requirements. We remain focused in our dedication to serving you as we navigate these unique challenges.

Yours Truly

A handwritten signature in blue ink, appearing to read "Mike Lamont", is written over a thin blue horizontal line.

Mike Lamont