



370 Wabasha Street North  
St. Paul, MN 55102

March 18, 2020

Dear valued customer,

During this time of National Emergency, we take our role as an essential business supporting the critical food supply infrastructure very seriously. Over the past weeks, like all of you, we have been implementing a fluid and dynamic response plan with objectives to:

1. Protect the safety of our customers and employees by mitigating risks that might spread the virus;
2. Ensure business continuity for our customers and our employees.

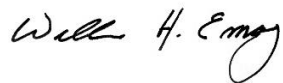
Our response plan includes:

- An on-going internal communication program to all employees reinforcing CDC guidance to prevent exposure and spread of the virus including dissemination of sanitation materials.
- Implementation of new Service Technician written procedures to protect the safety of our customers and technicians. (<https://smartcaresolutions.com/wp-content/uploads/2020/03/Service-Technician-Coronavirus-Plan.pdf> ) including proper PPE and sanitizing of their work area after every service event.
- Operational changes to fulfill our responsibility as critical infrastructure and an essential business as defined by The White House Guidelines for America and the Department of Homeland Security. [https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)
- A policy prohibiting employees with COVID symptoms from coming to workplace.
- Mobilizing an Executive Task force that meets daily to lead our on-going response and communicate to our organization.
- Implementing required reporting for COVID 19 positive diagnosis including customer notification should this occur in the future.
- Eliminating all business travel except business-critical operations.
- Implementing a 14-day self-quarantine following any personal travel to or through CDC Level 3 threat countries.
- Implementing revised work from home policies to reduce employee-to-employee exposure.
- Cancelling or postponing all District level meetings and our annual company meeting.
- Cancelling or postponing all training except customer critical training.
- Cancelling or postponing attendance at all Industry and Customer shows.
- Creating a resource on our website to provide on-going updates to our response plans. (<https://smartcaresolutions.com/our-coronavirus-covid-19-response-plan/>)

Please continue to refer to our website for on-going updates to our plan that may be required as the situation evolves. You can also reach us at 1-800-822-2303 for any of your service needs.

We pledge to make every effort to continue serving our customers safely, quickly, and effectively so we all emerge from this emergency stronger than before. Our thoughts are with the people and businesses affected by COVID-19.

Sincerely

A handwritten signature in black ink that reads "Bill H. Emory". The signature is written in a cursive style with a large, looping initial "B".

Bill Emory

CEO