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**To:** Valued Customer(s)  
**From:** John Shea - President  
**Date:** Thursday, March 19, 2020  
**Subject:** Coronavirus Update

Many of our customers provide the critical infrastructure that keeps America running. You are critical to the food supply chain, the delivery of pharmaceuticals and the delivery of at-home goods. You run our healthcare facilities, our telecommunications equipment and the data centers our nation depend upon. As such, we are considered an essential business and will remain open and operating even in states with government restrictions. We stand with you today, ready to keep you running at a time of great need.

Concentric, LLC is prepared with our team of dedicated employees, empowered with innovative solutions to meet critical needs in the coming weeks. We continue to monitor the rapidly evolving Coronavirus (COVID-19) situation. We have established a Coronavirus (COVID-19) Awareness & Planning Team and are utilizing the recommendations set forth by the Center for Disease Control and Prevention (CDC) to educate and safeguard your health and the health of our employees including:

- We are regularly communicating with our teams to understand emerging conditions at your facilities.
- Our employees are trained in the principles of social distancing including keeping six feet of distance from others, not congregating in larger groups, opting for calls/digital interaction versus in-person meetings, and limiting travel to necessary customer service interactions only.
- Our employees are instructed on and practice good hygiene, including proper hand washing techniques, applying hand sanitizer, and reducing the amount of times our hands touch our face.
- We have instituted additional, frequent disinfecting events for all facilities, workstations and field technician work equipment throughout the day.
- We've employed remote work, spilt shifts, etc to keep our teams healthy and ready to serve.
- We are fully staffed and working all planned maintenance and service schedules while diligently responding to immediate service needs and scheduled installations.
- Our rental equipment and dispatch service teams remain ready to serve you nationwide.

**We recognize the importance of our organization in supporting your critical infrastructure at this time and we are doing everything we can to keep our teams mobilized, healthy and safe.**

As a Country, we face uncertain times with challenges ahead. We are proud of the work our customers and employees do to keep this country running—especially in this time of need. We will get through this together as we have many times before. The unwavering spirit of our great nation can't be stopped when we unite. Concentric, LLC remains committed to provide best-in-class customer service and invite you to communicate any special needs. Please contact your local Concentric representative or call us at 1.888.691.8100.

Standing with you,

John Shea