

March 17th, 2020

Dear Customer,

The Health & Safety of our employees and customers is our **Top Priority**.

We understand the status of COVID-19 continues to change daily and has created considerable uncertainty for many. We are committed to updating our customers, suppliers and team members regularly providing updates on business impacts and transparency on our capabilities during this time.

The status of our Group of Companies as of March 17th, 2020 and for the foreseeable future is as follows:

- **Fully Operational:** All businesses remain fully operational. Our management teams were proactive in assessing business risks related to COVID-19 and have ensured sufficient inventory to meet current backlog and future orders. We do not expect to see any delays in meeting all previously agreed upon deadlines.
- **Supply Chain:** Our suppliers have not identified any risk in material sourcing that would impact delivery dates.
- **Field Support & Current Projects:** We are currently maintaining all current field installations projects and have enough support to take on future projects that may arise in an emergency.
- **Customer Support:** Our Project Managers and Sales Representatives continue to be available to support the needs of our customers as we regularly do. We have encouraged the use of technology to facilitate meetings and limited on-site face-to-face meetings where necessary.
- **Business Interruption Support:** Our certified millwrighting and electrical tradespeople, continue to be available 24/7 should your business be interrupted by unexpected absences or illness.

We will continue to monitor the situation closely and respond timely and appropriately to all key stakeholders. Should you have any questions, please do not hesitate to contact myself directly,

Thank you kindly,



Krystal Darling, B. Sc., MBA.
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