



March 18<sup>th</sup>, 2020

To our valued Caltrol customers,

As the impact of COVID-19 is being felt globally and locally, I want to personally assure you on behalf of Caltrol's Employee Owners that Caltrol is fully prepared to support your needs. We have taken a proactive response to ensure our workforce remains healthy, effective, and prepared to support all our customers. We have implemented processes that allow us to maintain the high level of service you expect from Caltrol while keeping focus on the health and safety of our employees, customers and the community.

Caltrol continues to monitor the latest reports from the Center for Disease Control (CDC) and the World Health Organization (WHO). In addition, we are closely adhering to local mandates like the Bay Area shelter in place order and the Nevada order to close nonessential businesses. Caltrol's products and services are used in all critical infrastructure industries like power generation, oil refining, water & wastewater, natural gas distribution, life science and others. These industries require us to continue to be able to support them throughout the crisis.

We have worked closely with Emerson to ensure our protocol for sending service personnel to site takes into consideration the appropriate care, isolation and testing required

In order to limit potential exposure in our communities, as of today, all nonessential personnel are working from home. Our IT team has implemented capability of conducting work, connectivity for internal and customer meetings, and secured transfer of information to keep our operations fully functional with only key people required in our offices. Our essential services and operations continue to operate from our facilities and on customer sites.

**We want you to know that Caltrol is fully staffed working regular hours and continues to have normal after-hours capabilities. Our 24-hour emergency number is 877-827-8131.**

Caltrol continues to monitor our supply chains for any delays (COVID 19 or other). If any delay is identified, we will work diligently with the respective manufacturer or factory to minimize the impact of delay. Please be assured that our employees will communicate any delays to you as soon as we know about them, so we can jointly determine what additional measures need to occur to minimize any impact to you.

We thank you for your partnership and are grateful for the trust you place in Caltrol. We will continue striving to earn your trust every day and will remain proactive in our approach during this dynamic and fluid situation.

Steve Babensee

President & CEO