

March 23, 2020

COVID-19 Communication

To our valued customers:

AllTranstek's Senior Management team is continuing to monitor daily events surrounding the COVID-19 outbreak and want to keep you updated. As you know, we have implemented all recommended personal hygiene, "social distancing" and remote working capabilities and it has been successful so far. Now, like you, many of our offices are in states with "shelter in place" or similar orders but we have been designated as an "essential business" and are continuing our operations to serve your business.

Here is the status of our previously identified key performance areas:

- Human Resources - Fortunately, we have not had any positive COVID-19 diagnoses throughout our Company. Our employee census remains consistent, and strong, at this time. We have implemented an illness tracking process so we can stay on top of any potential COVID-19 exposures, make sure sick or exposed employees remain at home and are not entering your facilities, as well as to proactively address any staffing needs. We have informed our employees that many of you may require that temperature monitoring or wellness forms may need to be completed prior to them being allowed access to your facilities. Our employees will comply with these processes.
- IT Systems - We remain confident we can continue to supply services and necessary information and communications regarding those services through our IT systems. We have the ability to remotely troubleshoot our systems and the capability to physically access our systems in the event it becomes necessary.
- Vendor Network - At this time, we do not expect any difficulty with any of our vendor partners in continuing to provide services to you.
- Regulatory Compliance - We remain prepared to assist you with our technical and regulatory audit teams. Just a side note, we can update your QA manual and processes and believe this situation is an opportunity for you to have your QA Manual updated to the new requirements ahead of the April 15, 2020 deadline.
- Organizational Functionality - All of our core business systems and processes are being conducted normally.
- Business Continuity Planning - Our Senior Management team is continuing to monitor the situation and respond to changes and directives regarding the COVID-19 virus and we are keeping our employees, customers, and vendor partners informed.

We truly value our relationship as a key partner for your business and appreciate your loyalty and trust. This crisis is going to be challenging for all of us but we at AllTranstek are committed to providing services to meet your needs and confident that we will overcome any challenges together.

Sincerely:



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