



Your Safety...Our Commitment

To Our Customers and Vendors,

First and foremost, Heath's number one priority is the safety and well-being of our employees, customers, vendors and the communities in which we live and work. Our team continues to monitor the situation with COVID-19 and have taken actions so you can continue to rely on our products and field services.

Our commitment to providing you continued customer service and products during these unprecedented times has meant we enact business continuity practices across our organization. We would like to reassure you that:

- Our manufacturing, repair, shipping and receiving teams are staffed, on-site and taking the necessary safety precautions to fulfill orders. We have contingencies in place to continue these services if more lockdowns are imposed by state governments.
- Our customer service and technical support teams are staffed remotely and are available to assist you during regular business hours.
- We have taken the necessary precautions to protect our Field Technicians while they continue to provide compliance services.
- Our sales and operations staff is reaching out to you to finalize any essential personnel designations we will need to continue to operate.
- Heath is available to be of further assistance to supplement your staff as your contingency plans change.

We have also made the following changes based on guidance from the Centers for Disease Control and Prevention, state and local health departments:

- Support function employees will work remotely until further notice. These employees are properly equipped to provide the necessary level of support to ensure our operations continue.
- We have implemented a no visitor policy to eliminate guests in our facilities.
- We have eliminated all non-essential business travel for our employees. Meetings will be conducted via phone or video conference.

Should you have any additional questions or concerns, our Customer Service team is available at 713-844-1300 and info@heathus.com.

Regards,
Drew Sitgreaves
Chief Executive Officer

