



March 13, 2020

Dear Valued Customer/Vendor/Contractor,

All of us at Laboratory Testing Inc. (LTI) deeply value our customers, vendors and all those that do business with LTI. As such, LTI works diligently to protect our customer and other relationships to ensure we meet testing and compliance requirements for critical industries. The safety and well-being of LTI employees and their families are also of the utmost concern, leading us to provide resources and ensure practices that enable us to provide accurate and on-time testing and other services you need. As such, the spread and impacts of the recent COVID-19 ("coronavirus") presents a unique challenge to which we must respond to protect our employees and continue to satisfy our customers.

Precautionary Measures

In accordance with public health guidance and mandates to limit the potential impact of coronavirus and other communicable illnesses on employees, company operations and the valued customers we serve, LTI has taken several precautionary measures that include, but are not limited to:

- Providing guidance and resources to our employees to maintain a safe and healthy work environment.
- Encouraging LTI employees to practice the same hygiene habits at work and at home that protect against the spread of the flu in order to protect against exposure to coronavirus, and to stay at home when sick and seek appropriate medical care and be released before coming back to work.
- LTI is suspending all business travel and air travel unless approved by company President.
- If any employee or a member of their household has visited a country subject to CDC coronavirus travel advisories within the previous two-week period, whether for business or personal purposes, or come in contact with someone who has a confirmed case of the coronavirus, the employee is instructed to stay away from their office for 14 days. Prior to returning, employees must receive a physician's clearance.

Visits / Deliveries / Contractors

LTI IS OPEN FOR BUSINESS! However,... In order to comply with public health and official mandates and recommendations, we kindly ask potential visitors to not travel to LTI at this time, especially if they have been in a geographical area of concern or has/is experiencing any coronavirus/flu symptoms or other similar acute respiratory illness in the last 14 days. Visitors to LTI will be asked to report their foreign travel or coronavirus/flu exposure as part of the check-in process. We reserve the right to deny entry to LTI facilities if a visitor has travelled in a geographical area of concern, has been exposed to someone with the coronavirus, or has/is exhibiting symptoms of the coronavirus or flu in the last 14 days. As an alternative, LTI is prepared to arrange video-conferencing or other virtual meeting methods in order to ensure business continuity during this time of limited-travel and group gatherings. We request that customer audits be fulfilled remotely through desk/self-audits and emailing of objective evidence during this time.

Effective immediately and until further notice, delivery drivers to LTI will not be granted access to the *inside* of our facilities, except for the express purpose of tractor-trailer load handling. Deliveries from LTI with LTI personnel will also be affected. Details will be communicated to affected customers by Customer Service. All contractors shall coordinate directly with LTI's Facilities Manager, Tim Snyder.

We appreciate your support of the aforementioned precautions as our collective responsibility to ensure the safety and well-being of our customers, vendors, employees and our families. Please e-mail Jonathan Faia, Director of Quality, at JFaia@labtesting.com or Mike Hiller, Director of Sales, at Mhiller@labtesting.com if any questions. Otherwise, updated information will be communicated as the situation warrants.

Please be safe, vigilant, and proactive as you guard against and work through this coronavirus outbreak. We thank you for your continued confidence and trust in LTI.

Sincerely,

Laboratory Testing, Inc.