

Dear Valued Customer,

Neptune has been closely monitoring the COVID-19 (coronavirus) situation. Our primary goal is to protect the safety and wellness of our employees and our communities, while still meeting the needs of our customers. Relying on updates and direction from the World Health Organization (WHO) and Centers for Disease Control & Prevention (CDC), we are following the CDC's published guidance for business and employers.

Neptune has been designated an "essential operation" for our service to the critical infrastructure industry. As a result, Neptune locations are remaining open and our customer service and support functions will continue to be available. Employees with the ability to work from home have been requested to do so. Non-essential business travel is suspended and we are following our countries' guidelines in respect to travel safety.

We are also constantly reviewing our supply chain. Our supplier base is permitted to remain functioning in support of our operations, and based on our communications with our suppliers around the world, we do not currently anticipate there will be a delay in our ability to deliver product.

Our factory and warehouse operations have not been impacted and we are committed to continuing to supply our customers with product and software. Neptune operations will continue as normal, so long as we are confident that our employees can work safely. We are taking the following steps to further protect our employees in our facilities:

- Cleaning our facilities in accordance with CDC guidelines
- Sharing educational materials around health and handwashing
- Restricting access to Neptune facilities by visitors
- Designating separate work zones by function
- Requiring that employees who have any symptoms of COVID-19, including a fever, or if they have been exposed to anyone testing positive for COVID-19, do not come to work and immediately notify Human Resources

We are regularly monitoring this developing situation and will provide any updates to changes in procedures as necessary.

For more information, please utilize the following links about COVID-19:

- [WHO Update on Coronavirus](#)
- [Government of Canada Response to COVID-19](#)
- [U.S. Centers for Disease Control Update on Coronavirus](#)

Please contact your Neptune territory manager with any questions or concerns you may have.

Sincerely,



Don Deemer
President