

To our valued customers:

As you are aware, COVID-19 is having a significant impact on individuals, families, and communities.

To meet our obligations, we are taking appropriate measures, and the CDC recommended steps that will not only help to prevent the spread of the Coronavirus but will also allow Apricot to continue our mission to provide quality products and services.

Although our highest priority is to provide a safe workplace for our employees, of equal importance is our commitment to provide the products and services you've come to expect.

As such, service visits will be performed only in situations where our help is needed to keep vital research going. In these cases, we will confirm the appointment the day before and will implement the appropriate safety measures before and after the visit to prevent the spread of COVID-19.

Also, our team is closely monitoring the evolving situation and the impact on our ability to deliver products to customers. Should that occur, we will address each case individually to minimize disruptions.

We believe that the same proactive measures that will help us overcome this crisis will have the added benefit of reinforcing our working relationships over the long term.

We added additional safety precautions to our regular routines, as follows

- We trained and instructed our cleaning crew to increase their routine cleaning of common areas as well as fixtures that people touch, such as doorknobs, keypads, and faucets, etc.
- We provided hand sanitizer for employees' individual use and disinfectant for wiping down work surfaces.
- We reorganized workspaces to deliver sufficient social distancing for employees beyond what the CDC and local health authorities have recommended.
- We instituted alternate work schedules and shifts, to limit the number of employees working in our facilities at any given time – while keeping our operations running smoothly.
- We asked those employees who can work offsite, or from home to do so.
- We have begun taking employee temperatures via infrared thermometer to ensure that no one with a fever that is  $\geq 100.4^{\circ}\text{F}$  is at work.
- Employees have been alerted to the symptoms of COVID-19, and any employee who shows symptoms, such as fever, cough, or shortness of breath, will be asked to go home and consult their doctor.

Again, as a valued customer, we want to assure you that we will continue to do our part to deliver our products and services to the extent possible in this rapidly evolving situation.

Sincerely,



*The Apricot Designs Management Team*