

To our valued friends:

With the increasing news and concern regarding the COVID-19 coronavirus, Prime Power Services, Inc. wants to ensure our customers that we are monitoring the developing situation and have resources in place to provide you with continued service in any type of contingency situation. Our disaster and business continuity plans are the backbone of this ability.

As a critical partner to your business, we also understand that limiting any impact this health event could have on our service to you is imperative. We are keenly focused on our preparedness efforts to maintain a safe work environment for our team and to sustain our essential business operations.

In the event this situation escalates to a point at which we need to activate our business continuity plan in full, please know that our plan is managed by a dedicated team of experts who are committed to keeping our operations running smoothly so we can continue to contribute to your success.

As such, our plan includes:

- Utilizing our two primary business operation offices to provide flexibility and to allow for greater social distancing.
- Enabling work-from-home capabilities in the event of quarantine. This tactic utilizes our secure cloud environment with state-of-the-art equipment and connectivity, all of which fall under our data security policy and procedures.
- Deploying a regional strategy to coordinate delivery of services and support to our customers.
- Prime Power technicians and engineers will remain fully operational and will comply with specific site requirements per customer as to accessing the equipment needed to be serviced.
- Regularly updating our team and providing them with information and best practices to prevent the spread of any illness.
- Coordinating regional and local communications with our employees, customers, and partners.
- Limiting business travel. For our employees' safety and well-being, and in anticipation of your organization implementing its own guidelines, we are limiting travel—especially in the most affected regions—and asking our employees to evaluate planned visits to your sites. We will leverage virtual meeting technology where and when appropriate to continue collaborating with you. We are also requesting that most external visits and audits of customers and suppliers at our sites be postponed or redirected toward virtual meeting options.



We will continue to monitor this fluid situation and will shift workloads as necessary to ensure essential services remain operable. For decades, Prime Power Services, Inc. has demonstrated unwavering support to our clients in emergency situations, and as we deal with the present circumstances, we will continue to make every effort to deliver uninterrupted essential service to all our customers.

We will continue to monitor the news and any reports or requirements from the WHO, CDC, and local, state, and federal governments. Our focus, dedication, and support are unwavering as we navigate these unique times. We hope you and your loved ones remain safe and healthy.

For more detail on our efforts, please contact your Prime Power Services, Inc. we are here to help.

Prime Power Services, Inc.