

Dear IPS Customer,

IPS continues to monitor daily the developments of COVID-19 (coronavirus). As its impact continues to evolve, we remain focused on the health and safety of our employees and our communities, as well as our commitment to you, our customer.

Like you, we monitor new developments daily, and are following the guidelines of the Centers for Disease Control and Prevention (CDC). This is informing how we implement Social Distancing and Workplace Hygiene throughout IPS Operations. We have created a dedicated page on our website, www.ips.us/covid-19, and are updating it regularly to keep our customers informed of the measures we are taking during this time.

We have guided all employees to inquire before they visit your sites to assure they have your approval to visit in order to provide critical services. All IPS employees will respect and comply with any decisions your company makes regarding your operations before planning a visit to your location.

The U.S Cybersecurity & Infrastructure Security Agency has identified [16 critical infrastructure sectors](#) that are critical to national security, national economic security, national public health or safety, or any combination thereof. Since IPS services most of these sectors, we consider IPS's service to be an essential during the Coronavirus outbreak under this directive. Therefore, IPS plans to continue to operate all our services to customers to fulfill this obligation. Should our operations be interrupted by a specific order to shutdown by local or state governments or by availability of healthy employees to assure safe operations, we will notify you immediately. IPS will be utilizing the full capabilities of 30 North American locations and our 1,000 employees to keep your operations running.

We appreciate your business and trust, and look forward to working through this challenge together, while maintaining our high standards for quality and service. If you have any questions or concerns, please don't hesitate to contact your IPS sales representative.

Sincerely,



IPS President and CEO