



H₂O Solutions, Inc.

200 Emlen Way, Telford, PA 18969

To Our Valued Customers,

As the coronavirus (COVID-19) pandemic continues to escalate, we at H2O Solutions, Inc. are committed to do our part by servicing our life essential customers, protecting our employees and managing our supply chain. Guided by our core values, we have and will continue to take actions that protect the health and well-being of our associates and yours which is our number one concern. We take this responsibility seriously and are following the guidelines and recommendations made by the Centers of Disease Control (CDC), the World Health Organization (WHO) and all state and local mandates.

Safety

Ensuring that our team members are safe and healthy is our top priority, therefore we have put the following protocols into effect:

- We have restricted access to our facility.
- We meet with personnel daily for health screening and have initiated our health and safety protocols for added safety.
- We are practicing “social distancing” within our facilities.
- We conduct daily cleaning and sterilization within our facilities.
- We are conducting daily assessments of operations in alignment with state and national mandates.

Customer Support – Service

We are committed to remaining open to ensure we can support our customers' needs and will employ contingency plans as required.

- We work daily with our critical suppliers to ensure uninterrupted service.
- If your company is restricting site access. Please respond to let us know so that we can determine how to best support your purified water needs.
- We ask for full disclosure from our clients, to alert us if they have had any employees test positive for the coronavirus. We in turn will also provide the same full disclosure.

Sales

We are encouraging the use of virtual communication during this time. In lieu of on-site face to face meetings we are committed to communication via phone, email and virtual meetings to support our customers' needs.

We understand these precautions impact the way our companies interact over the coming months, but we cannot emphasize enough that our main focus is the health of our employees and our customers. We appreciate your understanding. We will continue to keep you updated with any new developments. Meanwhile, we wish you all safe well being during these trying times.