

March 17<sup>th</sup>, 2020

**Dear Customer/Business Partner,**

Senior Operations LLC and Senior Flexonics Pathway are very conscious of the current global health risks and crisis. We have put policies and practices in place, to reduce the risk of exposure to the virus and to limit its spread.

*Health and Safety*

All our facilities have received instructions on maintaining clean environs. Employees are to remain at their respective work stations and to avoid all clusters or congregation, in cafeterias, conference rooms, hallways or otherwise. Employees will be granted leave in the event of any illness. There is also flexibility to allow for care of children home from school, or other emergencies related to the virus. There is a protocol in place for responding to a positive test from an employee or visitor to our facility.

*Business Hours and Methods*

Senior Flexonics Pathway will be open for business unless conditions or regulations dictate otherwise. The normal hours of operations will remain unchanged. Visit to our facilities are by appointment. Only essential visits are allowed. Visitors are subject to a protocol and screening.

*Travel*

Senior Operations has developed a Covid-19 risk matrix, for countries and regions. All employees are forbidden from travel to those areas of highest risks. Otherwise, only essential and critical service travel is permitted.

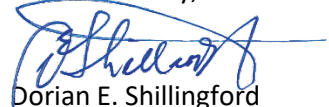
*Staffing and Order Processing*

All employees are available and all work activity is continuing. Our customer service and engineering desks will be open for your needs. Shop technicians will be working on all current and prospective jobs. On Site Service personnel are also on duty.

However, the travel of Site Service personnel is subject to the Travel policy, as noted above. The availability of other personnel is also a function of the virus condition, local regulations and the flexibility accorded to the staff, in the circumstances.

We ask for your kind understanding in these trying times. Thank you for your business and we look forward to serving you now and in the future.

Yours Sincerely,



Dorian E. Shillingford  
CEO, Senior Flexonics Pathway