

April 27, 2020

**Re: VeloDyne Service Travel During COVID-19 Pandemic**

To Our Valued Customers:

As we work together to move through the challenges presented by the COVID-19 pandemic, VeloDyne assures you that we will continue to operate our production and manufacturing facilities and provide equipment delivery and service with the same quality and care that our customers have come to know and expect.

Currently, in line with the CDC travel guidelines and the Stay-at-Home Orders in effect for the State of Colorado and Jackson County, Missouri, where our manufacturing facilities are located, VeloDyne has in place a “No-Fly Policy” that prohibits all Company air travel until further notice. We will re-assess this “No-Fly Policy” on May 15, 2020, based on the scientific / medically backed guidelines and mandates issued by relevant state and federal agencies at that time.

In the interim, in VeloDyne’s sole discretion, we will begin scheduling startup and field service requests that can be accommodated within a 400 mile driving radius from any of our service technicians’ home base, and we will continue to do all that we can to provide remote support to our customers via phone and/or video conference.

Since the start of this pandemic, VeloDyne has followed the recommended guidelines for essential businesses, with office staff maximizing telecommuting options and our on-site production team members honoring social distancing requirements and following CDC best hygiene practices within the workplace.

Please note that in advance of any field service travel being scheduled, customers will be required to certify in writing that all people working on-site are required to: 1) wear face masks and follow CDC best hygiene guidelines , 2) practice social distancing, and 3) immediately alert VeloDyne’s Service Manager of any COVID-19 cases or exposure at their respective project sites.



VeloDyne reserves the right to refuse service to any Company not meeting these requirements.

Further, in the event that field service is scheduled and our Service Technician(s) arrive onsite and find that these social distancing and hygiene restrictions are not being followed, that service call will be immediately canceled and the customer will be charged for the costs and expenses associated with that failed service attempt.

**Acknowledgment & Signature(s):**

The undersigned certifies that they have read and acknowledge the COVID-19 travel restrictions set forth above, and certify that they meet (or will meet by the time of scheduled service) the on-site COVID-19 safety requirements defined therein. (Please sign below as applicable.)

Owner / Owner Representative:

Date:

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General Contractor:

Date:

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