

March 17, 2020

**Message Regarding COVID-19**

To all VitalSine Partners, Clients & Employees,

VitalSine recognizes that the spread of COVID-19 (Coronavirus) is affecting many individuals, families, and businesses across Canada and the rest of the world. We first want to say that our thoughts are with all those personally affected by these events and that we as a Corporation take our part in managing this pandemic very seriously.

As this situation evolves, we want to provide updates on our Business Continuity and Pandemic Preparedness.

VitalSine is monitoring and implementing all recommendations from Provincial Health Authorities and Health Canada to ensure the health and safety of our employees and clients, while remaining committed to providing the quality sales and service operations that our clients depend on.

All of our employees have been instructed to engage in proper hygiene and hand washing techniques using soap and water and/or alcohol-based hand sanitizers while at home and in the workplace. We will also strictly enforce that all employees stay home if they are feeling sick or have appropriate reason to believe that they have come in contact with someone who has tested positive for COVID-19. Consistent and proper use of personal protective equipment (PPE) is also being implemented in all VitalSine operations. All business-related travel has been limited to instances when emergency service is required by our clients, and only phone calls or video conferencing will be utilized to facilitate outside meetings at this time.

Additionally, VitalSine Staff have been instructed to actively engage in social distancing practices. As such, all employees have agreed to avoid large public gatherings of any kind and will not travel unless absolutely necessary. This also means that VitalSine has cancelled participation in all immediately foreseeable conferences, trade shows, and training programs, regardless of location.

We as a company can confirm that no VitalSine employees have had recent travel outside of Canada and all have agreed to refrain from international travel until Health Canada and the Provincial Health Authorities advise that it is acceptable to do so.

During this unique time of uncertainty, we will continue to be open for business and our employees are here to provide their expertise for all of your Power Quality requirements for both sales and service. We are still shipping products and will continue to do so. Unfortunately, given the precarious nature of this pandemic, all installations and home assessments of Residential Generators will be tentatively suspended until mid-April in order to best protect our employees and clients. This date is subject to change and all updates related to service resumption will be posted on our website.

Lastly, in the event that your business or home requires emergency service and support, VitalSine kindly asks that you inform our service technicians, at the time of inquiry, of any policies, procedures, or specialized instructions related to COVID-19 that your institution/facility/home has in place. VitalSine recognizes that our clients provide a wide range of services to the general public and we wish to partner with you such that all operations move forward with public health as the top priority.

We continue to monitor this situation as it evolves and are committed to making the best decisions for the health and safety of our employees and clients.

Thank you for your continued interest in our products and services. We very much appreciate your patience and understanding as the situation involving COVID-19 develops. Should you have any questions or concerns, please do not hesitate to contact us at your earliest convenience.

Kind Regards;

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President



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