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To: Customers and Suppliers of Bravo Technical Services, Inc.

Date: 2020/03/16

From: Butch McClain

President

Bravo Technical Services, Inc.

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I pray that all is well with you, your colleagues and your families and friends as well. BRAVO TECHNICAL SERVICES, INC. wants nothing but the best for you and the success of your company. We are dedicated to your organization's service needs, and the safety of all of us involved in this process. Consistency, quality, and confidence in the services we all provide are needed now more than ever considering the growing concerns about COVID-19.

BRAVO TECHNICAL SERVICES, INC. has been working and will continue to work with our customers to ensure we can provide you with the services needed to maintain your systems, while taking the appropriate measures to protect our customer staff and Bravo staff. We want to inform you of some of the measures we are taking as of today. These measures are not static and given that we are faced with so much external uncertainty, we want to stress that we are taking every situation with every customer on a case-by-case basis.

Some of the current measures are as follows:

- If you have scheduled service, you will be contacted by Bravo to determine the appropriateness of an on-site activity.
- If you or the Field Engineer/Technician/Mgr do not feel an on-site activity is prudent at this time, the Field Engineer/Technician/Mgr will propose options for remote support. If needed, the Field Engineer/Technician will contact Bravo Management with the proposed modification of the assigned activity.
- BRAVO TECHNICAL SERVICES, INC. is asking our Field Engineer/Technicians and customers to maintain the service activities on schedule if possible.
- If services are performed with a remote activity, Bravo will reserve time later in the year for an on-site call if necessary. Bravo and the customer will discuss the timing and need for the activity later after the service call is qualified.
- All travel will be approved by me and I will require a "Staff Level" approval from your Company prior to scheduling of any travel to your facility during these uncertain times.

We are in the midst of a public health crisis and our focus is on the health and well-being of our customers, Field Engineer/Technicians, and staff. BRAVO TECHNICAL SERVICES, INC. continues to monitor public information sources including the Centers for Disease Control and Prevention (CDC) and the World Health Organization. If you have any questions, please do not hesitate to reach out to your contact at BRAVO TECHNICAL SERVICES, INC.

A handwritten signature in black ink that reads "Butch". The signature is written in a cursive, flowing style.