

RE: COVID-19 Response – Update #9 – May 7, 2020

The Corix Group of Companies is providing this ninth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated April 29, 2020. Below you will find several actions the Company has taken since our last update:

- ***Phased Re-entry Planning*** – As we begin to emerge from the COVID-19 crisis and states/provinces begin reopening, developing a phased plan for re-entry into offices and returning our operations staff to normal schedule is of the utmost importance. The Company's Incident Command team is currently developing a phased re-entry plan to ensure our employees are able effectively do their jobs while keeping proper physical distance from other employees and contractors. The Company is evaluating each unique office environment to determine when and how to reopen. We are looking at (i) employee work spacing to ensure appropriate physical distancing, (ii) foot traffic flows to minimize contact, (iii) PPE to protect employees, (iv) new behavioral norms that eliminate interpersonal contact, (v) enhanced cleaning requirements, and (vi) the internal communications efforts needed to safely phase-in re-entry plans. The development of this plan will ensure that we are prepared once we decide when to reopen offices to our employees.

- ***Flushing Guidance for Customers*** – As a result of the COVID-19 pandemic, many of our customers may have temporarily closed businesses, churches, school buildings, or a vacation/rental homes. Water that is held in unused pipes while the buildings are closed can become stagnant, and since stagnant water is a potential health risk and can impact water quality, it is necessary to systematically flush plumbing. The Company has begun providing flushing instructions for potentially impacted customers to ensure water is safe prior to use. Instructions have been shared on our website and social media platforms over the past several weeks.

We hope you find these continuing updates by the Company helpful, and we invite you to email us at communications@corix.com with any questions or concerns you may have.