

RE: COVID-19 Response – Update #19 – July 24, 2020

The Corix Group of Companies (the Company) is providing this nineteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 17, 2020. Below you will find several actions the Company has taken since our last update:

- ***British Columbia Office Phased Re-Opening*** – On July 20th, the Company successfully re-opened its Vancouver office at limited capacity. All employees who have voluntarily returned to the office have accepted and understand the enhanced health and safety measures taken to ensure their safety. Upon evaluating the Langley office re-opening plan, the Company's Incident Command team has decided to delay the re-opening until August 4th due to shared building social distancing limitations. The Company will ensure all safety issues are resolved prior to the August 4th re-opening date.
- ***Regular Customer Communications*** – The Company plans to send a direct customer communication to all customers that will summarize the Company's actions taken to ensure we meet our commitment of providing safe and reliable service while protecting the health and safety of our employees and the communities we serve. This letter will be physically mailed to customers. In addition to this communication, we continue to provide updates on our website and social media platforms. As the COVID-19 crisis continues, we will continue providing customers with proactive communication to share important information and updates.
- ***Managing Operations Staff Schedules*** – At the onset of the COVID-19 pandemic, the Company moved operations staff to physical distancing schedules that limit employee contact with one another while performing plant and systems operations and maintenance tasks. These schedules protect the health and safety of our employees while ensuring we are able to meet our commitment of providing safe and reliable service to our customers. As the Company's operations staff continues to work under these conditions, the Company's Incident Command team is working with local jurisdiction leaders to evaluate different ways to schedule operations staff to increase flexibility and reduce staff fatigue and stress. Protecting the physical, and mental, health and safety of our employees will continue to be our top priority as the COVID-19 crisis continues.

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.