

RE: COVID-19 Response – Update #21 – August 6, 2020

The Corix Group of Companies (the Company) is providing this twenty-first update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 30, 2020. Below you will find several actions the Company has taken since our last update:

- ***British Columbia Office Phased Re-Opening*** – As of August 4th, the Company’s Langley and Vancouver offices have both successfully re-opened at limited capacity. Employees have been in compliance with all enhanced health and safety measures and remain in constant contact with the Local Office Ambassador and the Company’s Incident Command Team. We will continue to monitor the COVID-19 case data in British Columbia to ensure it remains safe for our employees to work in the office.
- ***Continued Tracking of COVID-19 Case Data*** – Throughout the course of the COVID-19 pandemic, the Company’s Incident Command team has made science-based decisions to protect the health and safety of our employees and the communities we serve. As the situation continues to evolve, the Company will prioritize monitoring COVID-19 case data and guidance from public health organizations in determining our next steps in response to the pandemic. We believe that this science-based approach will ensure we continue to meet our commitment of providing safe and reliable service to our customers while protecting public health.
- ***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.

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.