

RE: COVID-19 Response – Update #28 – September 23, 2020

The Corix Group of Companies (the Company) is providing this twenty-eighth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated September 16, 2020. Below you will find several actions the Company has taken since our last update:

- ***Essential Operations Continuity Plan Updates*** – The Company’s Incident Command Team is reviewing Essential Operations Continuity Plans in each local jurisdiction to ensure they are up to date and that we are prepared for any potential large-scale absenteeism in the workplace. Essential Operations Continuity Plans include (i) securing mutual-aid arrangements, (ii) ensuring sufficient chemical supplies and critical spare parts inventories are on hand, and (iii) identifying appropriately licensed personnel or contractors who are available to mobilize quickly to augment the Company’s workforce.
- ***Customer Payment Arrangement Planning*** – In preparation for an expected increase in customers who need to set up deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Service Representatives are being trained to ensure they are prepared to help our customers set up payment arrangements. We continue communicating our plans to our customers through various channels so they are aware and able to contact our Contact Center as needed.

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.