



**March 17, 2020**

**REF: Ascendum's COVID-19 Response**

Dear Ascendum Customer:

During this time of uncertainty regarding the COVID- 19 pandemic, we want to continue to ensure that Ascendum provides expected parts and service levels for the repair and maintenance of your machinery during this time. We are currently maintaining full operations at all of our branch locations with our service personnel; however, we are taking extra and extraordinary precautions to protect you and others from spreading the virus. We continue to follow and adhere to the advice of health experts and governmental authorities in all of the areas where we operate.

Here are the specific actions that we are implementing to protect your health and safety and the health and safety of our employees:

- No employee, who has identified symptoms of COVID-19, will be allowed to perform work, nor come to your place of business.
- We are implementing physical distancing practices to include no hand shaking and keeping recommended distances from other persons.
- We are expecting our service technicians to clean and disinfect areas of likely personal contact which would include the wiping down of equipment cabs, operator controls, and other places of contact before leaving a service.
- We are requiring each employee to engage in frequent hand washing and use hand sanitizers as part of their hygiene routines.
- Managers and support personnel who are normally at our branch locations may be working remotely; however, they should be able to access pertinent information to your account and provide on-call support where necessary.
- Our branch locations are reducing access points for non-essential visitors and we will be restricting access to parts of facilities. Our parts departments will maintain staffing levels for the stocking and distributing of parts, but yet will observe practices of physical distancing.

We're keeping a close eye on ongoing health concerns impacting our operations and the customers we serve and will be quick to make changes as dictated. We thank you for your business and the opportunity to serve you to the best of our abilities.

Sincerely,

*Chris Pierson*

Chris Pierson,  
Vice-President, Operations