

## COVID-19 Letter to Pinnacle Sales Customers

To our valued customers,

Pinnacle Sales is committed to serving our customers through this COVID-19 pandemic. Despite this disruption, we intend to conduct "business as usual" with minimal interruptions to our customers. On March 6th, the Pinnacle management team initiated a COVID-19 protocol for all employees and locations. This protocol is based strictly on the recommendations of the United States Centers for Disease Control found [here](#).

### **Our protocol includes the following:**

- Hand washing for at least 30 seconds immediately upon entry into all Pinnacle's facilities
- Hand washing for 30 seconds throughout the business day
- Avoiding contact with eyes, nose, or mouth
- Intensive twice-a-day cleaning schedules using recommended solvents and agents in all common areas and laboratories at all Pinnacle facilities
- Proper social distancing
- Staying away from the office when ill
- Tracking of Field Service Technicians visits to customer sites and travel to minimize potential exposure and cross-contamination
- Limiting access to Pinnacle facilities
- Multi-Shift and Split-Shift operations commencing to minimize cross-contamination
- Asking employees to seek appropriate medical advice when illness occurs

Requiring doctor's authorization to return to work once sickness has subsided

Additionally, both United Parcel Service and The United States Postal Services have provided some information on the handling of packages you might receive from us. While the CDC has found no direct link between shipped goods or their packaging and the transmission of COVID-19 we will be taking measures as necessary and we recommend reviewing the statements from both companies.

### **USPS Statement on Coronavirus**

### **UPS Response to COVID-19**

We have been fortunate that since the outbreak of COVID-19 none of our employees or locations have been directly affected. With that said, we appreciate your understanding of any scheduling delays due to our heightened awareness of illnesses and the utilization of proper goods handling protocols.

Sincerely,

The Pinnacle Sales Management Team