



Dear Valued Customer/Vendor/Contractor,

All of us at Laboratory Testing Inc. (LTI) deeply value our customers, vendors and all those that do business with LTI. LTI works diligently to protect our customer and other relationships to ensure we meet testing and compliance requirements for critical essential infrastructure and other vital industries. The safety and well-being of LTI employees and their families are also of the utmost concern, leading us to provide resources and ensure practices that enable us to provide accurate and on-time testing and other services you need. As such, the spread and impacts of the COVID-19 ("coronavirus") pandemic presents a unique challenge to which we must dynamically respond in order to protect our employees and continue to satisfy our customers.

Risk Mitigation and Precautionary Measures to Ensure Safety and Operational Continuity

In accordance with public health agency guidance and mandates to limit the potential impact of coronavirus and other communicable illnesses on employees, company operations and the valued customers we serve, LTI has applied many risk mitigation and precautionary measures to assure safety and well-being and also to ensure ongoing conformance and effective business/operational continuity. These measures include, but are not limited to:

- Providing guidance and resources to our employees to maintain a safe and healthy work environment. Enhanced and more frequent cleaning and sanitizing, social-distancing and other safety protocols are in effect.
- Encouraging LTI employees to practice, as a minimum, the same hygiene habits at work and at home that protect against the spread of the flu in order to protect against exposure to coronavirus, and to stay at home when sick and seek appropriate medical care and be released before coming back to work.
- If any employee/visitor, or member of their household, has visited a CDC/WHO-identified high-risk region subject to coronavirus travel advisories within the previous 14-day period, or come in contact with someone who has a confirmed case of the coronavirus, the employee/visitor is instructed to remain away from LTI facilities for 14 days. Prior to returning, employees must receive a physician's clearance.
- All business travel is suspended unless approved by company President.
- Upgraded network servers and internet, and enhanced cybersecurity to ensure network capacity, bandwidth and security required for effective remote work.
- A significant portion of administrative, managerial and support staff are working remotely.
- Sound financial management, accounting and monitoring to protect assets, capital, revenue and control expenditures to ensure continuity of all critical operations, high-performance and customer satisfaction.
- Risk assessment/mitigation of quality system program requirements and conformance activities.



Visits / Audits / Deliveries / Contractors Policies

As a LIFE-SUSTAINING ESSENTIAL BUSINESS, LTI continues with all critical operations! However... In order to comply with public health and official mandates and recommendations, we kindly request potential visitors to not travel to LTI at this time. Visits are not permitted if a person has been in an officially identified high-risk region or has/is experiencing or exposed to any coronavirus/flu symptoms or other similar acute respiratory illness in the last 14 days. **Prospective visitors to LTI are asked to report their high-risk travel or coronavirus/flu exposure and make an appointment/pre-schedule their visit as part of the check-in process – refer to the LTI website for the latest “disclosure and visit approval form.”** Personal protective gear (gloves, masks, etc.) are strongly recommended for visitors who will enter LTI facilities to interact with LTI employees. We reserve the right to deny entry to LTI facilities for coronavirus-related safety concerns.

As an alternative to onsite visits, LTI is prepared to arrange video-conferencing or other virtual meeting or witness methods in order to ensure business continuity during this time of limited-travel and no group gatherings. Customer audits should be fulfilled remotely through desk/self-audits and emailing of objective evidence during this time.

Until further notice, delivery drivers to LTI will not be granted access to the *inside* of our facilities, except for the express purpose of tractor-trailer load handling. External portable toilet facilities are available. Deliveries from LTI with LTI personnel are also affected. Details are being communicated to affected customers. All contractors shall coordinate directly with LTI’s Facilities Manager.

IMPORTANT: Please immediately notify LTI if any of your employee(s) or your organization has experienced a COVID-19/coronavirus infection or exposure. This is so that LTI can take necessary internal safety precautions to protect our employees and prevent continued spread. Please share the information with appropriate confidentiality to maintain privacy. LTI shall also communicate the same with any customers, vendors and other stakeholders with whom we physically interact or with whom materials or parts are shipped or received. For confidential reporting of COVID-19 exposure at/by your organization, please notify LTI at (215) 716-7140 and SRuszczuk@labtesting.com, and/or (215) 716-3824 and JFaia@labtesting.com.

Appreciation and Contact Information

We appreciate your support of the aforementioned precautions and timely two-way safety-related communications as our collective responsibility to ensure everyone’s safety and well-being. Please e-mail any questions to Jonathan Faia, Director of Quality, at JFaia@labtesting.com or Mike Hiller, Director of Sales, at Mhiller@labtesting.com.

Please be safe, vigilant, and proactive as we all guard against and work together through this coronavirus outbreak. We thank you for your continued confidence and trust in LTI.

Sincerely,

Laboratory Testing, Inc.
<https://www.labtesting.com/>
(800) 219-9095