



COVID-19 Bulletin

Date: March 18, 2020

To: Our Valued Customers

From: Terra Nova Solutions/ Zebra Environmental and Industrial Services COVID Response

At a time when the Coronavirus (COVID-19) has impacted so drastically all of our lives, I wanted to personally inform you that Terra Nova Solutions and Zebra Environmental and Industrial Services (Terra Nova) have implemented important business continuity measures and remain at the ready to continue to service our customers. We are vigilantly implementing protocols to protect our staff, our customers and environment. We are closely monitoring the World Health Organization (WHO) the Centers for Disease Control (CDC) and various other local governmental agencies for guidance on decision making that governs our policies and decision making. I speak for all Terra Nova employees in that we are particularly well equipped to face this virus as our team is habitually safe and works successfully in dangerous environments every day. Our heightened response to this outbreak is not unlike the best management practices we employ each day as part of our normal service delivery. As we deal with this pandemic our customers should know that we have taken important steps to safeguard our state of readiness and continue to service our customers. Here are a few things we have done:

- We have updated our Business Continuity Plan to include specific measures in response to further disruption, challenges or otherwise potential delays in service offerings due to the virus
- Our employees have been advised to stay at home if experiencing any cold or flu-like symptoms.
- We are continuing to foster healthy flexible work hours and have fortified our shared services model to allow work from home operations.
- Our fixed facility, internal cleaning procedures have been accelerated and are in compliance with the recommendations of the CDC. We have mandated the use of sanitizing agents in our transport vehicles and have stocked our equipment with other, related PPE such as gloves, masks and boot covers.
- We are maintaining constant dialogue with our customers, suppliers and key business partners to ensure our supply chain stays intact and allow adjustment to dynamic conditions.
- We've eliminated all non-essential travel and followed recommended guidelines for staff reductions in office, shop and warehouse space.
- We have incorporated COVID-19 specific JSAs into our daily tailgate meetings including symptom recognition, reporting, transmission mechanics and best management practices.
- We are distributing guidance from the CDC and other relevant sources to our staff related to transmission prevention and continue to communicate in real time with our team and customers.

We are monitoring the COVID impacts very carefully and adjusting our operations in response to dynamic changes. We've also enacted several best management practices to safeguard our staff, customers and business and are committed to providing the same exceptional service you have come to expect through this difficult period. If I can be of particular assistance in the coming weeks, feel free to reach out to me directly.

Best Regards

Bill Hunter

President / CEO

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