



March 16, 2020

Dear REM Customers,

Regarding the evolving COVID-19 pandemic, I want to reach out to assure you that REM is taking all possible steps within our control to support the safety of our employees and customers. We are also working hard to ensure an uninterrupted supply of goods and services and that our operations continue without interruption.

REM will continue to monitor the directives of the WHO, CDC, and governmental authorities with the goal of prompt compliance.

Internally, REM has already undertaken stringent travel and visitor restrictions in an effort to protect our employees and to contribute, as best we can, to limiting the spread of this virus. Our Sales and Technical staff are used to remote working dynamics, and they will continue to support your needs via phone calls, video conferences, and emails. We will seek to deliver the same, high quality support that you are accustomed to via these alternate mediums.

REM's on-site employees are following strict social distancing and personal hygiene practices. Wherever possible, we are initiating remote working practices in order to further minimize opportunities for virus transmission.

As the coming weeks and months are uncertain, we advise all customers to remain in close communication with REM regarding your production needs and/or any new projects for which you may have need of REM's process technologies. It is REM's intention to remain open and fully operational, but the impact of the virus and governmental reactions may have a short term impact on our shared supply chain.

As this global pandemic evolves, REM will provide relevant updates. We thank you for your trust, your business, and your partnership as we work through these difficult times.

Take care and best wishes.

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Michaud', is centered below the word 'Sincerely,'.

Justin Michaud
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