

Carmine Dulisse

President & CEO

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Re: MSRC readiness update amid COVID-19 mitigation efforts

Dear Customers,

MSRC is maintaining our response readiness, with 94% of our response force available. Our COVID-related reductions remain at three with one confirmed positive COVID-19 case and two employees that are experiencing symptoms and/or were directly exposed to confirmed COVID-19 cases. Twenty-eight employees are not response ready due to issues unrelated to COVID-19. MSRC has occasional employees / contractors to backfill essential responder positions. We are following internal quarantining and readiness protocols for all positive and potential COVID-19 cases. Our STARs network continues to indicate that they are available and ready to respond with adequate numbers of personnel.

At this time, MSRC plans to take a staggered approach to re-opening some manned sites and offices on June 1st, 2020, based on trending data in specific site locations that considers infection rates and available access to intensive care treatment and testing. While some sites may return to work, MSRC will not be conducting any planned deployment training in the month of June. If data in any of these locations where MSRC has returned to work begins to trend negative, we will maintain a flexible posture to return to current mitigation efforts at any time.

Please let <u>customer.service@msrc.org</u> know if you have any questions or additional documentation requirements and they will provide a prompt response with the most accurate information.

Stay safe,

Carmine Dulisse

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