

# CEO UPDATE

## AMS COVID-19/Coronavirus Information and Action Plan

### SUNNYVALE, CA. - 2 November 2020

In view of the increasing rate of COVID-19 cases, hospitalizations and deaths, I am writing to confirm that we are giving renewed emphasis to the measures we took in early March 2020 to support the availability of our analyzers that provide your mission-critical, accurate and reliable real-time water quality data.

We continue to take measures aimed at minimizing the risk of infection of our employees in the workplace. To this end, only those who have tasks that require them to come to work are doing so. While at work, our employees are provided with personal protection equipment, follow rigorous personal hygiene protocols and their work hours are staggered to minimize the risk of workplace transmission of COVID-19. We have upgraded our internal communication systems to facilitate secure remote working and staff have been cross-trained in key operational roles to provide coverage of potentially sick colleagues.

We continue to maintain an inventory of our specialty reagents and spare parts to mitigate the risk of disruption to our supply chain. Where feasible, we will offer you the option to hold an inventory of these items to mitigate the risk of a disruption in the shipping of them from AMS to your facility/location.

In the event that the availability of our field support staff is compromised by sickness or transport disruption, we are putting back-up plans in place to ensure preventative and reactive maintenance are provided in a timely manner. All service staff are being issued with personal protection equipment while traveling and on-site at clients to minimize their risk of transmission of COVID-19. Where possible air travel is being avoided and employees are being tested for COVID-19 before and after out-of-state air travel.

Our most current contact list will be carried on our website home page: [www.aquametrologysystems.com](http://www.aquametrologysystems.com).

#### Field Service:

- Carter Dougherty: (D) +1 408-523-1900 x 914 (C) +1 805-268-9555 (Primary contact)
- Jim Garvey: (D) +1 408-523-1900 x 901 (C) +1 408-250-4040
- AMS General Number +1 408-523-1900

If you have any concerns or suggestions for additional actions to be taken to maintain business continuity, I would welcome the opportunity to discuss these with you.

In the meantime, I and my colleagues at AMS sincerely hope that you, your family, your fellow employees, your business and community are not affected by this virus and that in the event that infection does occur there is a full and quick recovery of those concerned.

Best regards,

Rick Bacon, CEO  
Aqua Metrology Systems  
[rbacon@aquametrologysystems.com](mailto:rbacon@aquametrologysystems.com)

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#### Aqua Metrology Systems

1225 E. Arques Avenue  
Sunnyvale, CA 94085  
United States

[www.aquametrologysystems.com](http://www.aquametrologysystems.com)

