

# Texas Hydraulics Holdings

March 24, 2020

Dear Customers,

Given the situation that we are all dealing with related to the COVID-19 outbreak, we wanted to communicate our commitment to supporting the safety and health of our nation as a part of the critical infrastructure, including “Critical Manufacturing”. We understand that the products and services we provide you are in direct support of essential emergency services, transportation, energy, communications, and food & agriculture manufacturing.

A growing number of State and Local governments are putting in restrictions to mitigate the spread of the COVID-19 virus. The Department of Homeland Security (DHS) has developed a list of “Essential Critical Infrastructure Workers” to help determine who should continue to work in order to provide continuity of functions that support the public health and safety. The DHS’ memo on “Identification of Essential Critical Infrastructure Workers during COVID-19 Response” can be found on the DHS’ Cybersecurity & Infrastructure Security Agency’s (CISA) website identifies two key elements:

1. The intent that “this document gives guidance to State, local, tribal, and territorial jurisdictions and the private sector on defining essential critical infrastructure workers. Promoting the ability of such workers to continue to work during periods of community restriction, access management, social distancing, or closure orders/directives is crucial to community resilience and continuity of essential functions.”
2. The definition of “Critical Manufacturing” which is described as “**Workers necessary for the manufacturing of materials and products needed for medical supply chains, transportation, energy, communications, food and agriculture, chemical manufacturing, nuclear facilities, the operation of dams, water and wastewater treatment, emergency services, and the defense industrial base.**”



As a result, we will continue to operate but with some adjustments to the work environment including some teleworking, social distancing, and ongoing modifications such as lunch break schedules and other changes to processes.

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Simultaneously we are concerned with the health and wellness of our employees and all of our customers and suppliers. We continue to aggressively monitor the situation and modify our processes to ensure we are doing all we can to minimize the impact. We all are taking the necessary precautions to protect our people at the same time we recognize the role our work plays in protecting all of our communities as well as support of critical infrastructures throughout the United States.

## *General policy and process changes:*

- Continuous updates and information to our employees on preventive practices, including the ban on international travel and pre-approved essential domestic travel.
- Providing clear direction on safe working environments, procedures, and customer interactions, as well as identifying and encouraging those who may be symptomatic to stay home and focus on their wellness.
- Continue monitoring requirements from state, local and federal agencies and subsequently modifying our approach accordingly by location.

## *Implementation of COVID-19 Mitigation Protocols for our Customers, Employees, and Public:*

- Wherever possible, maintain a 6 feet distance from each other.
- Meetings and lunch breaks maintained at no more than 10 employees and 6 feet distance spacing.
- Enforcement of "No physical interaction" policy; forego handshakes and other greetings that require physical contact.
- Increased frequency of cleaning and sanitization of hard surfaces after use, including desks, phones, doorknobs, counters, etc.
- We have provided flexible work and virtual meeting options for those employees who can work from home to avoid exposure.
- We are reducing traffic in our facilities by encouraging customers and vendors to utilize video conferencing and telephones where possible.
- Locations are currently not accessible to the general public, and signage on entrances will direct how to contact us to continue servicing our customer needs.

We are staying in frequent contact with our suppliers to ensure we are coordinating as best we can to provide the products you need to support the infrastructure.

We appreciate and value all you as a customer during this difficult time and encourage open communication with us as we all work to meet the ever evolving situation.



Patrick J. Taylor  
Chief Executive Officer

