



Dear valued customers and business partners,

As we all work to stay in tune with the ever-changing situation surrounding the COVID-19 (Coronavirus) outbreak, we felt that we should reach out to you and share the steps we have taken so far as a service company. We assure you that we are taking every precaution to mitigate any risk of spreading disease among employees and anyone they may come in contact with.

Long before this virus became the focus, Black Diamond, due to the nature of our business, has utilized personal protection equipment for field technicians. Since they work with chemicals every day; respirators, gloves, and plastic shoe covers are used regularly and are carried on company vehicles. In accordance with CDC recommendations, we have put additional protocols in place related to proper hand cleansing prior to entering and after departure from any site.

Our company has initiated self-reporting of any possible contact between our employees and infected or exposed individuals, and management is monitoring outside of work activity of employees to ensure CDC and WHO recommendations for avoidance of mass-gathering locations and events are followed. Education on proper hand cleansing, proper use of masks, and other protective guidelines provided by health authorities have been provided to every employee.

As for our home office in Jeffersonville Indiana, some staff are working from home, and we are taking extra precautions in our office work environment to clean frequently and thoroughly and limit as much human contact as possible. It is of utmost importance for us to continue to provide the services you require without interruption, while still keeping everyone's well being in mind.

We would like to offer full disclosure as well; that if an employee of Black Diamond who has provided service to one of your properties is diagnosed with COVID-19, that you will be notified.

We commit to keeping in contact with you as things evolve. If you have any questions or concerns, please feel free to call our office at 502-585-1919 and ask to speak to a member of our management staff.

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