



Quality, Capability & Timeliness

Dear Essco Customers,

Everyone has been impacted by the rapidly evolving COVID-19 crisis. We are taking this development very seriously and we are committed to taking the necessary actions to safeguard our employees and customers while providing the level of service you require from us.

The results of various closures will ultimately create a challenge for Essco's Onsite Team to reschedule the field service. Essco has always maintained a 4-6 week scheduling window but when offices are back to normal this has the potential to increase. Our challenge will be scheduling our reoccurring jobs currently due, combined with the re-scheduling of our customers affected by the COVID-19 closures, as well as new customers.

Here are some important notes:

- Essco will be rescheduling on a first-come, first-served basis. If you've recently cancelled a scheduled onsite event, we recommend your team evaluate the equipment and consider holding dates for the service now.
- We want to remind our customers that Essco's van service is still available to transport equipment back to our laboratory where calibration support has yet to see a disruption. If your equipment is portable and you have duplicates to support your team, taking advantage of our van service is a useful way to minimize the risk of equipment becoming overdue for calibration. It will also reduce the work for your quality department if they opt to extend calibration cycles.
- With our onsite customers opting to take advantage of lab service for portable items, we ask that customers plan on the latter of our average 7-10 day turnaround as we try to accommodate everyone.

- Please also remind your Quality Team that EsscoNet is available as a read-only option for all employees of your company. This tool can be instrumental to your team if you're considering extending calibration cycles as a method to reduce the impact of this crisis. The historical data of your devices is available for download when considering measurement drift or previous out of tolerance results.

Essco's entire team is committed to helping all of our customers minimize the impact of these scheduling and lead time challenges. Your Account Manager is available over the phone and also through video conferencing software to answer any questions you have.

Sincerely,

Michael Walsh
President