



March 26, 2020

To: All Customers

SUBJECT: Supporting Our Essential Service Customers

Dear Customer,

As your Trusted Partner in Power™, we are committed to being both responsive and responsible in managing the challenges brought on by the impact of COVID-19. Significant decisions have been made by governments, public agencies, and companies across North America to help slow the spread of this global virus. As an 'essential service', we continue to be open for business, keeping our customers up and running, in all jurisdictions in which we operate and doing so with significant safety measures in place. Upholding our commitment to the health and safety of our employees, our customers, and our extended business community is our number one priority.

In addition to following good hygiene practices and other basic measures, we have implemented the following actions:

Measures Impacting Our Customers (Canada & United States)

- **Communication** — We are committed to ensuring you stay well-informed on our response measures amidst the COVID-19 outbreak. We are following updates from public health agencies and governments across Canada and the US to keep us abreast of the situation to support you. Please continue to see daily updates on our COVID-19 Response page: <https://sparkpowercorp.com/covid-19/>.
- **Essential Service** — Spark Power is permitted to continue operating in support of essential businesses and supply chains in all jurisdictions in which we operate. We continue to monitor requirements set out by these jurisdictions and are abiding by directions set out by authorities.
- **Remote Work Where Possible** — While these are unprecedented times, it is 'business as usual' for our corporate and support staff as we continue to run our business remotely, through the use of technology. Our on-site field staff will continue to work and support essential businesses and supply chains with measures in place to support their health and safety at worksites.
- **Travel Cancellation** — We have cancelled all 'non-essential' domestic travel, all international travel, and our participation in any large events or mass gatherings for the time being.

Measures Impacting our Technical and Non-Technical Workforce

- **Communication** — We continue to provide regular communication updates to our +1300 employees across North America using our company intranet and app platform. Our dedicated 'COVID-19 Updates' page provides regional guidance from public health and government agencies across Canada and the US, updated FAQs, accredited webpages, links, vendor and supplier updates, information resources, as well as Work Smart news to keep all employees informed, daily. These updates are pushed to all employees by way of email and mobile phone notifications.
- **COVID-19 Risk Hazard Analysis** — We have established a new procedure as part of our frontline workers' daily job site risk analysis. Through our online mobile Safety Management System, we can eliminate the need for additional paper materials being brought into your facility. We have also eliminated the passing of non-critical materials (such as mobile phones) to prevent the spread of the COVID-19 virus and maintain Social Distancing.
- **Employee Support** — We are continually monitoring and supporting our employees for their physical and mental well being through our People and Culture (HR) and Health and Safety Teams. We are accomplishing this by



connecting with our employees often and regularly. We have also provided confidential communication methods for employees to reach out for additional support.

- **Fit for Work** — All Spark Power employees have been directed to self-monitor. Any employee who feels unwell has been instructed to seek proper medical support and self-monitor at home. We are encouraging all employees to take care of the personal health, first and foremost for the good of themselves, their colleagues, and their families.
- **Organizational Meetings** — Structured meetings are held daily through all regions and levels of management and that information is relayed across all levels of our organization.
- **Permanent Crew Policy** — Where possible, we are organizing our field-based staff into 'permanent crews'. We are also coordinating with customers to help minimize the size of crews at worksites.
- **Self Isolation** — Any employee who has recently returned from out of country as of March 13, 2020 is undergoing a 14-day self-quarantine as a compliance measure.
- **Social Distancing** — We know that keeping a 5-6 ft distance from others helps to minimize the spread of the virus. Technicians have been advised to practice this on 'essential service' worksites and corporate employees are working remotely through the use of technology.
- **Track and Monitoring Workers** — Our management team is checking in daily with all workers, including the ones working from home. They are also tracking when workers report an illness as well as where they have worked.
- **Wipe Down Procedure** — We have introduced a procedure for disinfecting high touch areas including hand tools, test equipment, vehicles, common areas and restrooms.

We are committed to keeping your business up and running, safely. One of the key elements of being our customers' Trusted Partner in Power™ is the fact that we live and work in the communities in which our customers live and work. We are committed to doing our part to help stop the spread of coronavirus—and get back to 'normal' as quickly as possible.

Please know that we are here to help and continue to be your support during this exceptional time. Please refer to our website for the latest information on how Spark Power is managing the COVID-19 outbreak: <https://sparkpowercorp.com/covid-19/>. Should you have any questions or concerns please do not hesitate to contact myself or the Spark Power Health and Safety Team directly at safety@sparkpowercorp.com.

Matthew James

A handwritten signature in black ink that reads "Matthew James".

Director of Health, Safety, Environment, and Quality
Spark Power Corp.

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ONLY ZERO IS ACCEPTABLE

ZERO SAFETY INCIDENTS. **ZERO** COMPROMISE TO PRIORITIZING SAFETY.

ZERO DOUBT THAT SPARK CARES ABOUT YOUR HEALTH AND WELL-BEING.