



March 18, 2020

RE: Coronavirus (COVID-19)

Oracle Customers,

The world health community continues to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named "coronavirus disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address several business concerns. First and foremost, we want to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, customers, visitors or others. We also want to ensure the continuity of business operations in the event of a pandemic.

We have asked all our employees to cooperate in taking steps to reduce the transmission of communicable diseases in the workplace. Employees are reminded of the following:

- Stay home when you are sick.
- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.

Oracle Elevator will provide alcohol-based hand sanitizers throughout the workplace and in common areas. Cleaning sprays and wipes will also be provided to clean and disinfect frequently touched objects and surfaces such as telephones, keyboards, common tools used in the field as well as common touched areas on the equipment we maintain.

Oracle Elevator is aware that many of our customers may also be implementing standard practices in their facilities that they would like all their vendors to follow. We are very open to these requests and ask that you communicate any requirements to our employees, and local management, so we can take part in your requests.

Please feel free to contact your Oracle Elevator local office for further details. We will continue to monitor COVID-19 situations and make any changes necessary to continue to provide the best solutions for our employees, customers, visitors and vendors.

Very Respectfully,

A handwritten signature in blue ink that reads "Jeremy Metzger".

Jeremy Metzger
Chief Operating Officer