

December 7, 2020

COVID-19 Open Letter To all PRIME Clients and Partners:

I hope this note continues to find you and your family healthy and well in the middle of the global pandemic and holidays.

2020 is among the most tumultuous and emotional time that many of us can remember. PRIME's mission is the protection of workforce health with the most innovative technology, and the best medical and safety practices. After watching the PRIME family take on the challenges of the last few months, I know that together we can maintain that mission.

Health and Safety have always been our key mission at PRIME, and during this crisis it has taken on a new and different significance. PRIME recognizes that the safety and health of our friends, family, and co-workers, matter the most to you. I, personally, acknowledge and am full of appreciation for your vital assistance to keep our workforces healthy and safe. I know that this pandemic has personally touched all of you with more than a few of you or your family members having been diagnosed with the disease and I am thankful for all the support that everyone has offered.

As of December 2020, many State health authorities have mandated an increased level of COVID-19 risk management measures and the CDC has since expanded the face mask recommendation to include indoor use. Therefore, PRIME is strongly recommending all client managers to reinforce the following protective measures:

- a) At the customer areas, all customers and staff shall wear face covering at all times.
- b) At the office, all staff and visitors shall wear face covering when they are working within 6 feet of each other.
- c) Re-emphasize the importance of very frequent hand sanitizer use.
- d) Staff shall report to HR if there is ANY concern of COVID-19 symptoms or exposure and HR should refer the employee to PRIME's FFD evaluation provider.

While much remains uncertain right now, a vaccine is imminent, and this crisis will pass. Our nation and communities will recover, and PRIME will continue to serve our families and clients with improved health and safety processes. We recommend you to be even more vigilant in protecting yourself, your coworkers, your customers, and your community. PRIME is proud to be the medical service provider of the nation's workforce and you can be assured that we will always be here for you.

The Prime Medical Team salutes you!

Regards,

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