



December 9, 2020

**Issuance #4: COVID-19/Coronavirus: PSM's Efforts and Actions to Maintain Continuous Flow of Supplies and Support to Customers (Energy Critical Infrastructure)**

Dear PSM Customer:

This communication is a follow up to the letter distributed on September 3, 2020.

As we have progressed through our fall outage season and continue to witness recent surges in COVID-19 cases through the US and the world, PSM continues to adapt our processes and protocols to keep our employees and contractors safe while we work to meet our customer commitments.

Through the 2020 pandemic, PSM continued supporting its customer base ensuring PSM and supplier resources remained functional and responsive. This remains consistent with PSM's original conclusion and view of itself as a "critical industry partner" to the Energy Sector, a designated critical infrastructure. The safety and health of all of our employees and families will remain priority throughout any response.

PSM services and product deliveries continue to operate, although requiring focus to manage complications related to COVID-19. Within PSM, activities such as Field Services, Monitoring & Diagnostics, Controls, and similar, remain functional and in full support of customer operations, although with clear additional preventive protocols in place. Additional consideration is also being given to remote support, rather than site support, for controls or tuning support. We ask our customer base to be open to such considerations. We are also experiencing some potential delays with our vendors supporting service activities. This requires further advanced planning and alignment with both customers and vendors.

PSM Supply Chain continues to monitor vendor deliveries, production status, and regional health throughout the COVID-19 situation. Disruptions are occurring with vendors and with logistics support. These disruptions are not widespread, remaining regional or localized, domestic and international. Any customer delivery schedule impacts will be communicated specifically with the customer and through their PSM Sales or Project Management contact.

PSM continues to evolve its best practices and protocols for our facilities and customer site support. Our collaboration with aligning COVID-19 protocols remains critical for PSM's support at your site and for the safety and health of our teams. PSM General and Site protocols include the following highlights:

**General Protocols**

- **Critical Travel and Modes of Travel:** PSM continues traveling in support of customer site needs, potentially considering different traveling modes depending on location. However, we are also strongly considering use of remote technologies when possible with scopes such as tuning and controls work. We ask for customer support with such approaches.
- PSM facilities remain open, mostly in a remote-working environment where feasible and in compliance with local county guidelines. PSM Workshop operations remain fully operational and fully staffed with appropriate COVID-19 protocols in place.
- **COVID-19 Protocols:** In line with CDC recommendations to minimize the potential for spreading the virus, numerous best practices have been implemented across PSM facilities while maintaining hardware, reconditioning, and GT services operations. Such best practices include social distancing, mandatory face coverings, hand washing, regularly deep cleanings, revised break



timing, staff rotation programs, remote working programs, and quarantines related to any illnesses or at-risk travel.

#### **Customer Site Protocols**

- PSM requires direct engagement with customers for a site approach that meets the policies of both organizations.
- Face covering to be worn always. When social distancing cannot be practiced, PSM has established the use of specialized masks.
- Customer permits (LOTO, etc.) should be issued at an outside location other than the Control Room or other plant operational area to limit traffic within the customer administration buildings.
- Use of multiple break trailers, separation of facilities for shifts, and staggered breaks and lunches as necessary to maintain social distancing.
- Place at the entry of the break trailer and turbine deck a location to wash hands or utilize hand sanitizer.
- PSM employees and contractors working at customer sites are not to share hotel rooms or vehicles.
- Eating and drinking of any kind is prohibited on the turbine deck or general work areas.
- Smokeless tobacco is prohibited on project sites and must be done outside the gate.
- All daily updates should be done via teleconference. Required in-person meetings should be conducted in an open-air setting
- No less than 1 time per each hour all on-site crew members should stop and wash hands.
- In cases of symptomatic and/or COVID-19 positive field employees, PSM manages these cases with consideration to CDC guidelines, customer requirements, and overall site schedule. The customer will be informed at the time of discovery and of any personnel backfill needs or recommendations.

Together we are in a prolonged situation that appears will continue well into 2021. PSM is committed to continue providing support to you, our customers. Continued diligence and collaboration across our organizations will be cornerstones for the safety of our employees and our broader teams.

Thank you,

A handwritten signature in blue ink that reads "Tim te Riele". The signature is fluid and cursive.

Tim te Riele  
Chief Operating Officer