



Darren Hibbeler
President
Fire Reconstruction Inc.

Hello Fire Reconstruction Inc. Customers and Vendors,

We are all working hard to navigate the challenges brought to us by the Coronavirus or COVID-19. At Fire Reconstruction Inc. we are doing our best to keep our associates, customers and vendors safe – while at the same time maintaining high levels of service and providing our customers with the service they need to keep working.

Nobody seems to have all the answers, but we are leaning on information from the CDC, as well as other governmental authorities. We are writing this memo and currently acting with what we believe is the best information currently available. As we learn more, we may need to change our positions, and we'll communicate as developments occur.

At the moment, we believe it is in our associates' and customers' best interests that we remain open, with some changes in how we conduct business.

In recent days we have:

- Instituted a company-wide no contact policy. We are asking all members of Fire Reconstruction Inc. to refrain from handshakes, fist bumps, hugs, etc. until the situation is over.
- Canceled meetings and gatherings of more than 10 people. We are looking at smaller meetings on a case-by-case basis, and at the moment we are canceling most of them as well.
- Limited travel to essential business critical activities. We have halted most trips not related to necessary safety and compliance related tasks.
- Instituted enhanced cleaning protocols at our facilities, including wiping down surfaces with appropriate cleaning products multiple times per day.
- Asked associates who feel ill to stay home and seek appropriate medical attention. We are working with associates who are affected by the virus in a compassionate manner and want everyone to get the care they need, not infect others, and feel confident that their job is secure when they are able to return back to work.
- Asked our outside sales associates to follow all CDC protocols. You will likely hear from them on the phone or by email.

To our customers, we ask that you:

- Whenever possible, call, text or email your selections or paperwork – we'd like to limit traffic inside our facilities or person to person contact.
 - If there is a reason that you or one of you associates needs to enter our facility, please limit it to one person entering at a time.
- If you need help with a bid or other service we offer, please try to work with us on the phone, or via FaceTime or other electronic means. We want to provide you with whatever expertise and help you need, but if we can do it without face-to-face meeting, it would be in all of our best interests.
- Avoid coming near our facilities or associates if you're are feeling ill. Again, call and let us know what we can do for you.

- Understand that service may be slower during this time, but know that we are doing all in our power to continue servicing you while keeping everyone as safe as possible.

These points affect all of us at Fire Reconstruction Inc. It's possible that due to a specific condition in your area we may have enhanced protocols. I am asking our management team to communicate anything that deviates from these directives.

Again, we'll send out further communication as anything changes. Thank you for your understanding and your effort in working with us through this difficult time. Together, we'll get through it.

Sincerely,

Darren Gibbeler

President