



## Re: Coronavirus COVID-19; Updated 17 March 2020

**To our valued customers,**

The Scale People, Inc. & Lab People, Inc. continue to closely monitor the coronavirus outbreak for its potential impacts and is taking appropriate actions to support and safeguard our employees and customers. We have updated our response given the changes to the COVID-19 pandemic.

**At this time, no cases have been identified within our organization.**

We have implemented mandatory PPE including the use of gloves at all times, social distancing and enhanced sanitation procedures for all technicians and internal employees complying with CDC recommendations. All employees have access to sanitizing wipes, isopropyl alcohol, hand sanitizer and are advised to continually take extra measure to maintain a safe work environment for everyone.

During this time we remain committed to serving our customers while also maintaining a safe working environment for our employees. We understand that some customers will need our services during this time period. We continue to offer our normal onsite calibration and repair services to our customers whose facilities allow essential visitors in order to maintain important operational requirements. When technicians come onsite they have been advised to comply with all social distancing measures, wear gloves at all times, sanitize regularly with wipes and spray, and avoid unnecessary close contact with our customers including hand shaking.

**If you have restrictions for visitors coming to your location we are offering additional service options so that our technicians can access your equipment and ensure it remains in calibration:**

- All labs are capable of receiving equipment sent in to them. Our team will be gloved and will clean all incoming equipment for the protection of our employees and our customers. We will also clean and sanitize your equipment before it leaves our lab. Our cleaning process will not impact the integrity or operation of any equipment.
- We are offering a free pick-up and delivery within a 50 mile radius. If your facility has specific social distancing measures in place for shipping and receiving please alert your local coordinator when you schedule pick up and our technician will comply.



- We are still receiving equipment dropped off by customers. Please expect to be met by a gloved technician and please do not be offended if we skip the handshake.

No matter how you choose to have your equipment calibrated we assure you that we will get the equipment serviced as quickly and efficiently as we can so you can keep up production.

Should you have questions regarding how we can better assist your calibration or repair needs please do not hesitate to contact us at any time 800-451-9593 or [amanda@scalepeople.com](mailto:amanda@scalepeople.com).

The COVID-19 pandemic remains dynamic so we may need to alter these arrangements in the future. We will always communicate any changes to our operational abilities to our customers in advance.

We thank our customers for the opportunity to continue to do business during this time.

## The Scale People & Lab People Team

*Amanda Buck*

Amanda Buck, Quality Manager

### How to help prevent the spread of COVID-19:

- Wash hands often and effectively
- Clean and disinfect frequently touched surfaces
- Avoid touching eyes, nose and mouth
- Cover mouth/nose with tissue when coughing or sneezing
- Avoid contact with sick people
- Practice social distancing
- Stay home if sick and avoid others

For more information regarding COVID-19 we encourage our employees and customers to visit the CDC website:

[www.cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)