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CUSTOMER LETTER 3 – May 6, 2020

RE: COVID-19

Dear Valued Customer,

I am writing to you to update you on how RPC is faring in response to the COVID-19 health emergency. We are pleased and relieved to report that at the time of writing, the RPC Group of Companies has stayed well, and we have not registered any cases of COVID-19.

Further, there has been minimal interruption to our supply chain and we continue to operate on a business-as-usual basis.

RPC's leadership team continues to meet once-a-week to ensure we remain abreast of all government and health agency advice and we continue to monitor and advise our teams accordingly.

Specific actions we have taken, and will continue until the Government advises otherwise, include, but are not limited to:

Working Remotely: Remote Working Policies remain in place until further notice for those employees who are able to work remotely. Staff are being supported by their managers and we are checking in with them on a regular basis to ensure they are managing their work responsibilities and are comfortable with this new arrangement.

In the meantime, planning is taking place to ensure RPC will be a COVID-safe workplace as staff transition back to working in our offices and facilities.

On-Premise Safety: We have established several processes to protect our on-premise staff including rotating breaks, splitting shifts, social-distancing, and increased hygiene protocols which will remain and be reviewed as Government announcements advise.

Travel: All employee travel remains restricted. Exceptions are being determined by RPC management in consultation with our customers and in accordance with government regulations and advice.

Supply Chain: We remain in constant touch with our supply chain, and I am pleased to report there has been no negative impacts on our ability to service our customers.

RPC Facilities: All RPC Plants are operating with the exception of India, where lockdown restrictions remain in place and are introducing a slow start commencing this week.

Please don't hesitate to contact me if you have any questions regarding RPC's response and I would like to take this opportunity to thank all our customers for your support during this difficult time.

Kind regards,

A large, stylized handwritten signature in black ink, appearing to read 'Tony Caristo'. The signature is written over a large, light-colored, teardrop-shaped graphic element.

Tony Caristo
Managing Director