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**FOR IMMEDIATE RELEASE**

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## **Subject: COVID-19. Potential for Cancellation of Scheduled Installation Services, Site Visits, and Travel.**

To all Enaqua Customers and Business Partners,

With the pandemic situation of the COVID-19 coronavirus having spread around the world, unique and extreme measures are required to protect Enaqua's employees, the employees of our partners and of our customers. To this end, there are a number of measures that have been put in place by Enaqua, its parent company Grundfos, as well as the local and Federal Government to reduce the spread of this virus.

Among the measures that have been implemented by Grundfos, are the restriction of domestic and international travel and restrictions on contact with large groups of people. Exceptions may be made where the travel is deemed to be business critical, and/or to or from a region where the spread of the virus has not reached a Risk Level of 3, and the travel has been approved by a member of the Leadership Team (Group Director at minimum).

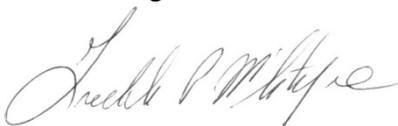
At this moment (March 16, 2020), Service trips that have been scheduled and confirmed are still moving forward. However, as the worldwide situation pertaining to the COVID-19 virus is still very fluid and unpredictable, this could change in an instant. Should the situation and conditions change, Enaqua will advise you as soon as we are made aware of the change in status.

Enaqua understands the urgency and timing of these Service visits (beginning of the disinfection season, equipment upgrade etc.), and will do whatever is deemed practical to make this happen. However, should the situation (with all its contributing factors) change, further increasing the risk to Enaqua's Employees (specifically the Service Providers), this trip will be re-scheduled to a later date dependent on the acceptable reduction of risk of exposure to our employees, and any corporate or governmental restrictions that may be in place.

This is an unprecedented global situation and it is our obligation to insure the safety of our employees, partners and customers first.

Thank you.

With best regards,



Frederick McIntyre  
Director of Sales, Co CEO