

March 18, 2020

COVID-19 Response

We at Pyro-Technical Investigations (PTI) realize that the COVID-19 situation is having a profound impact on both our personal and professional lives. Our dedicated staff are committed to continue to run the day to day operations without interruption while implementing and maintaining levels of safety based on the latest information from the CDC as well as state and local directives to ensure their health and safety as well as those of our clients and their customers.

This is what you can expect from PTI:

1. There will be no change to the level of service we provide to you, our clients.
2. We will continue to accept evidence at our facility for **lab testing** and will provide you timely reports.
3. Every effort will be made to perform **scene exams** for either fire or water losses while utilizing CDC recommendations as well as state and local directives as they apply.

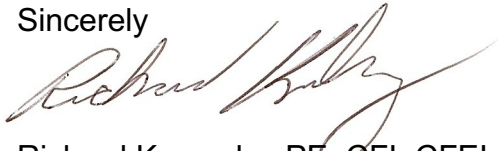
We have put in place the following precautionary measures for our investigators when they are on scene exams:

- Use personal protective equipment (PPE) such as masks, gloves, sanitizing wipes, and hand sanitizer as instructed, to best prevent the spread of the virus.
- Limit interpersonal contact to the best of our abilities. This includes measures such as interviewing witnesses over the phone instead of in person.
- Adhere to safe practices as put forth by the CDC and be mindful of any state and local directives.
- If there are concerns regarding the health of the people at the scene, they are to call the office for further guidance before proceeding.

We are working on a lab protocol to keep ourselves, our clients and fellow investigators who plan to schedule or attend an already scheduled joint lab exam at our facility safe and healthy. If travel restrictions prevent the majority of parties from attending a lab exam at our facility, we will work to reschedule the exam in a timely manner.

We at PTI understand that these are unprecedented times and that we will have to work with our staff, our clients, our community, and other industry professionals to prevent this virus from spreading. We thank all of our clients for their continued patronage and loyalty and we hope that everyone will stay safe and healthy.

Sincerely

A handwritten signature in black ink, appearing to read "Richard Kovarsky". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Richard Kovarsky, PE, CFI, CFEI
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