

Dear Client,

I am writing to make you aware of some carefully thought out changes that we have enacted – in order to keep your staff safe while in our care.

Also, as you can imagine a very large back-log of our loyal and long-term customer base, I want you to know that our goal is to satisfy our obligation to servicing each one of you before the end of the year. Since OSHA has recently indicated that a good faith effort be made for the testing to be completed, we will not be accepting new clients until we have helped our already-established customers satisfy this objective.

Additionally, we have bookmarked all of those clients who were forced to postpone their annual test date(s) for 2020 – in order to restore them to their historic test month during 2021 - in an effort to reestablish our supply and demand ratio back to a more normal, consistent and manageable level.

As for a listing of the changes we have made for the remainder of the year:

- We will be maintaining 6' separation between your staff – and will provide a diagram of our booth for you to post in preparation of the test date that clearly illustrates this point (and that is also available on our web page).
- This will require our reducing the number of candidates per session from 8 to 4 – until there is some lessening of personal distancing rules within your particular region. For very large accounts, our strategy will be to schedule the usual hours while expecting to test half of your population in a first visit – and return a 2nd time to test the remaining half later. This will satisfy the 'good faith' directive until everyone is tested – and help us best distribute our resources.
- We will establish a 4-person waiting line (with tape demarcation) outside of the trailer and have each candidate establish their position within the booth before the next person enters the trailer – in order to maintain distancing.
- We will place a sign outside of the trailer to inform your staff that:
 - + that we disinfect the trailer in between each group,
 - + and that masks are required for entry into the trailer

- Each of our technicians will wear a mask while interacting with your staff – to help maintain a sterile environment – and until such recommendation expires.
- We will also REQUIRE YOUR STAFF to wear THEIR own mask before entering our trailer (even if not required within your own facility) - and until further notice.
- We will require mandatory use of hand-sanitizer upon entry to trailer – dispensed from a touch free unit.
- We have increased the air exchange rate within the trailer, which has always utilized a "single use" circulation design - importing fresh air into the front of the trailer and expunging it from the rear - after a single pass through the test chamber.
- We have scheduled specialized training of our technician staff on disinfection protocol under the instruction of licensed medical representatives.
- We will disinfect the test booth and all patient test equipment between each session according to those recommendations.
- You should expect that EACH TEST SESSION in combination with SUBSEQUENT CLEANING of the booth will take a full 25 minutes.
- We have shortened the educational video compared to past years to help offset the additional cleaning time – while still maintaining the necessary curriculum required to satisfy the annual training.

In conclusion, it is our current intention to maintain operations in coordination with directives issued by state and/or municipal authorities within our 9-state area of operation. IHT will continue to serve our customers with the same level of excellence as demonstrated over the past 37 years.

On behalf of the Hengen family - and the entire IHT Staff,

Scott

Scott C. Hengen, M.B.A.

President

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