



Worldwide Experts in Water Treatment

April 22, 2020

Dear Ovivo Customers and Partners

As COVID-19 pandemic continues to spread and evolve, it is now clear that this unprecedented situation will have a long-lasting impact on the economy, but also on the way we work and interact with each other.

Ovivo was impacted as soon as January, with its Chinese operations requiring employees to work remotely as the virus was spreading from Wuhan to other regions in China. Early on, the company has adopted measures to protect its employees and their families and to ensure that we were minimizing the spread of the virus between coworkers.

When required by local authorities' guidelines, we have maintained remote work for a large portion of our employees, and we have encouraged all to adopt social distancing measures at all times in their everyday lives. We also ensured that every employee who must work remotely had the right tools and guidelines to maintain their work efficiency and the relationships with their colleagues and with you, our customers and partners.

We are already making scenarios to resume normal operations, but we recognize that it will not be "business as usual" before a very long time. We will have to adapt to this new normality in every aspect of our work. Ovivo is in a good financial position to go through this crisis and is supported by strong shareholders that share our long term vision. More than ever, Ovivo continues to **be the preferred partner for those who value water as much as we do**, our employees, our clients, our suppliers and our partners.

With many ongoing projects and our strong backlog, it is critical to maintaining our supply chain continuity. We have regular communications with our suppliers to ensure that we will be able to continue delivering our projects according to schedule. As many of our customers operate as essential services, we strive to maintain the highest level of commitment for each of them.

I would like to thank each of our employees for their ongoing resilience and perseverance. Furthermore, I would like to recognize the work of our colleagues working on customer sites during the crisis. They are working away from home and their families, servicing, installing, operating or commissioning equipment.

Finally, thank you also to you, our customers and partners, for your confidence in Ovivo. You know how we believe in strong relationship, and this pandemic will make this commitment to our vision even more durable. This crisis and its ongoing impacts are new to all of us, but together we will go through this.

Best regards,

Marc Barbeau

President and Chief Executive Officer

Ovivo Inc.