

March 13, 2020

To our Valued Berne Scale Customers, Employees and Partners—

The health and safety of our customers, employees and partners has always been a top priority at Berne Scale Company. We would like you to know that we are continuously monitoring and assessing the COVID-19 (the coronavirus) situation and are taking measures to keep our communities safe and our business uninterrupted.

KEY RESOURCES & UPSTREAM SUPPLIERS – We have requested prompt communication of any availability problems, including production or shipping delays experienced as a consequence of the COVID-19 outbreak, and are encouraging secondary sourcing and product substitution options when suitable.

CUSTOMERS – For any business, the welfare of its employees is paramount. Information sharing will be vital to keeping our businesses effective while navigating the challenges of the COVID-19 outbreak. We ask you to promptly notify us of any diagnosed cases or confirmed exposures within your organization. We are committed to working together to assess risks and develop individualized action plans for urgent and emergency service needs where necessary. Please note that customers who refuse entry to repair technicians already dispatched will be billed for the time and travel involved, so please, notify us 24-48 hours in advance of any plant closures, or limited hours or access protocols being implemented at your facility.

EMPLOYEES – We have taken steps internally to help our own employees stay healthy, and to avoid spread of illness in the workplace and in the field. For the time being, we discourage high-touch interactions such as handshakes, and suggest maintaining safe distance during conversations, in addition to following recommended hygiene and cleanliness procedures. Any employee diagnosed with coronavirus will be self-isolated, covered under existing leave policies, and will not be allowed to return to work until fully recovered. Healthy employees may be dispatched from home or work from home, if circumstances dictate.

This remains a rapidly evolving situation, but we are confident in our ability to respond as needed. Again, our top priorities are helping our employees understand what actions to take to protect themselves and their families, while also providing unwavering service to our valued customers. Together we will navigate the situation and keep our communities safe and our businesses active and effective.

Sincerely,

BERNE SCALE COMPANY

Chris Berne

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