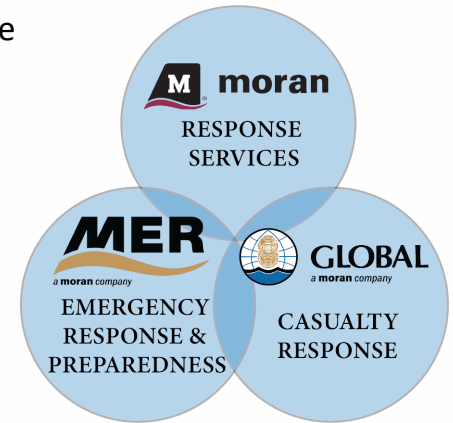


August 29, 2023

Team,

We are sure that you have been tracking Hurricane Idalia and the potential impacts it is going to have to our Southeast locations. Many of you have been through this exercise before and for those who have not, please know that we are here to support you and your family in any way we can. Earlier in the year, we kicked off hurricane season with a weeklong refresher, providing information and resources to help employees who are impacted by a severe weather event. With the track of this storm, there are certainly impacts that will occur from storm surge, high winds, and heavy rain. Business aside, our most important resource is our people, and we want to make sure you are prepared and know where to go for support.



We had a meeting with the entire logistics team today to remind everyone what our objectives are as we prepare as a team:

1. Ensure the Safety of our Employees.
2. Secure MER locations and equipment.
3. Support our Employees as needed.
4. Support our clients once it is safe to do so.

It will be important over the next several days that there is clear communication with your local managers. There is a communication plan to ensure each of you in the impacted area are safe throughout the storm. Please reach out to your manager make sure you understand the process. Also, we have been using the i-Auditor/Heads-up notification to pass on information, this is a new addition to the communication plan. Please make sure that you are set up to receive emails and text notifications (we have attached instructions to share with your employees for folks who may not have yet accessed it). Lastly, feel free to utilize the [Employee Emergency Link](#) This is activated and ready to go. Here you will find resources, storm information and are able to leave a comment should you need to reach us through that method.

We can only support our customers if you all are safe, and our facilities are intact and response ready. We will have local damage assessment teams that have the responsibility

of calling an “All Clear.” This will be communicated to you once it is safe to do so. At that point, we will work as a team to ensure we can support our clients.

If you are not in one of those locations in the path of Ian, you have a responsibility as well. During times like this, this is an all-hands-on deck situation. Please be available if needed.

Lastly, we have multiple company entities in the region. MER, Mainstream, WRI, Drummac, Moran and O.E. DuRANT. Although different logos, we are one organization. Please communicate with each other to ensure we have consistent support for all our team members.

Stay Safe,

John Silva, Vice President Response Services
Richard Grant, Senior Vice President, EIBU
Dan Pierson, Senior Vice President, DCBU