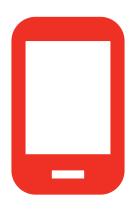






Dear Valued Customer,

Below you will find details of Ingersoll Rand's contact-free service process. If you prefer to have contact-free service at your facility, please let your Ingersoll Rand Service Coordinator or Account Manager know and we will be happy to do so. This is a brief explanation of what our contact-free technical service includes:



- 1. An Ingersoll Rand technician will call the designated site contact before arriving at the site. The technician will explain the "contact-free" service features to the site contact and inform him/her of features designed to limit potential exposure for everyone involved.
- 2. Once on site, the technician will check in with the site contact again by phone again to inform that he/she is on site.
- 3. If possible, the technician will proceed directly to the equipment area without meeting face-to-face with the site contact. If this is not possible, the technician will professionally greet the site contact at a safe distance (6 feet or 2 meters) to discuss the work to be done and safety protocols to minimize contact with others. This is for the protection of all parties.





- 4. The technician will then complete all assigned tasks on site.
- 5. Once the work is completed, the technician will call the site contact and offer a debrief via digital tools available (FaceTime, WhatsApp, etc.).
- 6. The technician will explain all work completed and review any follow up required. The technician will add the following comments to the activity: "COVID19 Signature Customer Name was debriefed and acknowledged completed work Tech Name signing for customer". The technician will then sign the signature block on the customer's behalf.
- 7. If the site contact prefers a face-to-face meeting to discuss or witness an issue, the technician will do so at at safe distance (6 feet or 2 meters). Once the face-to-face meeting is complete, he/she will follow the same signature protocol listed above.





Additional Protective Measures:



1. The technician will wear nitrile gloves if he/she must sign in at a front desk or security station.



2. Wash hands frequently with soap and water for at least 20 seconds.



3. Avoid touching face.



4. Minimize customer assisted work unless absolutely necessary.

Lean on us! We are taking every step towards ensuring your safety. Keeping our customers and employees safe is our top priority.

Contact-free service procedures may vary to comply with local guidelines and regulations. Contact your local Ingersoll Rand representative for more information.