



October 20th, 2022

Dear Valued Phoenix Client:

As a valued customer of Phoenix Environmental Laboratories, we are pleased to inform you that we have entered a settlement with OSHA pertaining to the inspection at our laboratory.

Last month, we met with OSHA to discuss the on-site inspection. In that conference, we presented information concerning the alleged violations and, with extensive documentation, the many, many steps we have taken to bring Phoenix into full compliance with the multitude of regulations which apply to laboratories and the subset of regulations which apply to the use of certain chemicals. In response, OSHA reduced or eliminated several of the penalties both in classification and fines.

The improvements we have made at Phoenix are numerous and effective. On-going monitoring tests we've conducted have established conclusively that no Phoenix employees are exposed to chemicals above the permissible exposure limits under the OSHA standard. We will continue our periodic employee monitoring and testing programs to ensure that everyone at Phoenix is working safely and effectively managing hazards.

We wish to invite you to tour our facility at your convenience. We think you will find, as have other customers who have visited us, that our laboratory is not only state-of-the-art in environmental testing, but also state-of-the-art in industrial health and hygiene efforts.

Please know that at no time was the accuracy of results or the integrity of our analytical methods ever a concern. Phoenix undergoes numerous rigorous State Agency Audits to maintain our individual state certifications. Most recently in August, Phoenix successfully participated in our primary NELAC (National Environmental Laboratory Accreditation Program) audit. Additionally, Phoenix participates in a robust Proficiency Study Program, which is a comprehensive blind study of many of the analytical tests we perform. Audit findings and proficiency study results are available for your review upon request.

We appreciate your continued business and assure you that you may continue to count on us to provide the highest quality of testing and personal customer service you've come to expect.

Please contact me, your project manager, or sales account representative with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Bobbi Aloisa".

Bobbi Aloisa
Vice President