



Dear Valued Suppliers and Contractors:

Avista's culture of safety extends beyond our everyday operations. The health and safety of our customers, employees, contractors and all those we serve is our top priority. Following actions taken by our federal government and state government in Washington, Idaho, Oregon and Montana, we have elevated our response protocol and taken swift action to continue to mitigate the health and safety risk of the Coronavirus (COVID-19) to our employees, customers and contractors.

As the outbreak continues to infiltrate our communities, Avista wants to provide our contractors with an update on how Avista is addressing the issue. We believe it is necessary and prudent to take actions to prevent or slow the spread of the virus between our employees and contractors, because the service we provide is vital to our customers. Avista has made a number of changes during the last two weeks to protect all customers, employees, contractors, and the communities we serve. These changes were not made lightly, but are consistent with the widespread emergency declarations and preventative measures that have been made and implemented by local, regional and national authorities. We know this outbreak is affecting your business as well, and as an Avista contractor, it is important that you understand the changes related to Avista facilities and customer sites and Avista's expectations of you during this time and until further notice.

Avista has taken the following measures to mitigate the risk of transmission of COVID-19 to our employees and contractors.

- We enabled much of our workforce to work from home though at least April 24.
- All meetings possible are being managed through virtual tools.
- We have implemented social distancing measures for those needed to perform critical work.
- Employees are restricting travel between Avista facilities and regions.
- All external business travel will be limited to "emergency only."
- Non-critical interactions with customers are being suspended (residential, commercial, classrooms, energy audits).
- We have increased the frequency of professional cleaning at our facilities.
- We have provided more hand sanitizer and disinfectant wipes in common areas and shared work spaces for the few employees still working at Avista facilities.
- Employees feeling ill or with flu-like symptoms are staying at home to the extent they are not already working from home.
- Employees that have come into close contact (within 3-6 feet) with an employee being tested for COVID-19 have been asked to self-isolate for 14 days or until the test results come back as negative.
- All facilities will be closed to the public and visitors.
- All work to sustain Avista's business that can be completely safely will continue.

In addition to the above requirements, Avista expects all contractors (and subcontractors) entering on to Avista facilities or customer property to observe and do the following:

- Contractors are prohibited from entering Avista facilities or customer property on behalf of Avista if they have visited one of the countries listed on the CDC list of Level 3 Travel Notices or been on a cruise within the last 14 days. Please refer to the Centers for Disease Control and Prevention (CDC) website for a current list of Level 3 areas - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Contractors must not report to an Avista facility or customer property if they are feeling ill or have flu-like symptoms, including but not limited to a fever of 100.4 F or higher.
- Contractors should be engaging with their employees and advising them on the CDC recommendations for preventing the spread of COVID-19, including good hygiene, staying home when ill, and social distancing.
- Contractor must immediately contact the Avista team at 509-495-2611 or 509-495-2196 if one of Contractor's employees (or subcontractor's employees) has a positive or suspected positive test of COVID-19 and has interacted with an Avista employee or other contractor within the last 14 days. Contractor must provide sufficient information for Avista to identify those Avista employees or other contractors who may have had contact with your employee (or subcontractor's employee).
- Contractor is responsible for managing these requirements for any sub-contractors.

As we continue to monitor the health of our supply chain, it is important that you notify your Avista contacts if your company is unable to deliver products or services by the dates established in the purchase order or contract. The products and services you provide are important to us as we continue to provide safe and reliable electric and natural gas service to our customers. Thank you for your cooperation in working together through these challenges and for your continued support.