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Subject: Handling Incidents Professionally
From: VersaBucket Management Team
To: All Staff Members
Date: July 30th, 2019 - For Immediate Release

Dear Team Members,

There have been a few recent situations that have demonstrated that we need to take a moment to cover Company protocol in regards to handling incidents and how to avoid them.

Please take a moment to read and consider the announcements below.

- 1) Towing loads with the Bucket Trucks is NOT permitted. The only instance where it is ok to tow a load with one of our bucket trucks is if you have received written correspondence from the Client's management team which states that they will be liable to cover any damage costs that we incur.
- 2) Measuring Height Poles/Loads Daily is required. With the height fluctuations of the load that can happen throughout the day, such as raising and lowering transporters, it is incredibly important to measure often. This is a preventative maintenance technique that all employees should take very seriously.
- 3) Following Company protocol in the event of an incident. Please remember that your safety is our top priority, and we hope to avoid incidents or potential dangerous situations. If an incident does occur, please follow the guidelines of our Company Incident Policy, which is included as an attachment to this memo.

Thank you for taking the time to read and comply with the announcements above. If you have anything you would like to discuss in the next Employee memo, please send your suggestions to mnooren@versabucket.com for consideration.

Please consider any contents within this memorandum confidential and subject to VersaBucket's Confidentiality Policy in the Employee Handbook. Any unauthorized sharing of the contents herein could result in immediate termination.

Thanks for all your efforts & hard work!

VersaBucket Management Team

Encl: Incident Policy, Incident Report Form