



Citadel Engineering Company COVID-19 Service & Supply Chain Readiness
Saturday, March 7, 2020

Dear Valued Colleagues & Customers,

As Citadel Engineering Company continues to monitor COVID-19, our thoughts are with those directly and indirectly impacted by the spread of the virus. Our number one priority is the health and safety for our employees, customers, and suppliers. Our key actions to date include employee travel restrictions to the impacted areas and service chain readiness planning. With this in mind, I want to take a moment and update you on the state of Citadel Engineering Company service chain to ensure you can plan your businesses accordingly.

As a highly versatile engineering supplier and service provider, Citadel Engineering Company strives to meet the demands of our customers and business partners. We have completed an assessment of each of our services and have determined there is currently minimal risk to our ability to continue to provide calibration, inspection, training and certification services. We are also constantly evaluating our suppliers to minimize risk and maximize quality.

For the Calibration Division – The majority of our services provided are calibration. We are daily increasing our capacity for service and scope of devices we are able to calibrate. However, we have identified specific points in Calibration processes which we are adjusting in order to reduce risk associated with COVID-19. We are performing a special cleaning process on all equipment when it enters our facility as well as when the equipment is released. We will do our best to minimize the effects on delivery and scheduling, but you may notice delays in service delivery due to these additional cleaning processes.

For the Inspection Division – Similar to Calibration services, we are still able to provide Inspection services with the same quality you have come to expect, but are at the same time optimizing certain processes to reduce risk associated with COVID-19. Like Calibration, these optimizations are having an impact on our timeframe for conducting Inspection services.

For the Certification Division – We understand that you may have to postpone any scheduled audits for safety concerns or due to government regulations. If this is the case, please reach out to your Certification contact at Citadel Engineering Company.

We are monitoring the situation carefully and will notify you if we see any indications of potential impact to our service and supply chain and encourage you to reach out to your contact at Citadel Engineering Company if you have any questions.

Shahriyar Majlesein
Chief Executive Officer
Citadel Engineering Company