

April 13, 2020

To our community,

During these challenging times, the health and safety of our workforce and community remains Imperial's top priority. Imperial continues to follow the guidance from multiple government authorities and has implemented proactive measures to minimize the risk of COVID-19. These measures have been reviewed by Chief Public Health Officer Dr. Kami Kandola and her team, and can be viewed [here](#).

We are continuing to limit our onsite work to essential maintenance tasks and regulatory compliance activities to ensure continued safe operations and maintain a reliable supply of power to our community. This includes preparatory work that must be completed prior to river break-up. This focused activity has reduced our rotational workforce by 40% and has allowed 50% of our Norman Wells resident workforce to work from home. As break-up preparations are completed we will be able to make further reductions in our onsite workforce.

We remain committed to being transparent and maintaining open lines of communication with our community partners and stakeholders. In that spirit, we want to make you aware of a planned slowdown in production at our Norman Wells operations in the coming weeks. This is in response to a confluence of factors including the global impacts of COVID-19 and reduced demand for energy. To be clear, our facilities will continue to operate and this change does not impact our ability to reliably provide power to the community.

This production slowdown does not require any additional rotational staff or materials to be brought to site. Imperial is taking all necessary steps to ensure this change does not result in any increased risk to the environment. There will be little to no noticeable difference to Imperial's operations.

As we have shared previously, a complete shutdown of our operations cannot be executed safely without access to quantities of nitrogen and other supplies. With the winter road now closed, the next opportunity to bring those supplies to site is during the upcoming barge season. Further it would require the mobilization of additional rotational staff for a period of weeks to complete the necessary work. This would bring our onsite workforce back to levels consistent with normal operations, increasing the risk of COVID-19 exposure to the community and our workforce.

As always, we appreciate and value your input and your support. Should you have any questions, please contact Lisa Duncan at [lisa.a.duncan@exxonmobil.com](mailto:lisa.a.duncan@exxonmobil.com).