



To: Sutphen Dealer Network

From: Drew Sutphen and Julie Phelps

Date: August 12, 2020

RE: Mid and Final Inspections – SOP

As Sutphen continues to adapt and modify to the changing circumstances surrounding customer visits, we have taken the time to layout specific standard operating procedures for mid and final inspections across all facilities.

While there are three options for our dealer network laid out in full below, for final inspections, we highly encourage Option A as an extra precaution and means of keeping all of our businesses safe.

If you are in a state on Ohio's travel advisory list and have an inspection in Ohio or in a state on Pennsylvania's travel advisory list and have an inspection in Pennsylvania, Option A is mandated.

We appreciate your flexibility and understanding in advance. With new developments happening daily, we continue to put the safety and well-being of our employees, dealers, customers and entire business as the top priority.

Option A: Dealer and Customer Do Not Travel; Dealer Completes Final at Dealership or Fire Department

In this option, neither the customer nor the dealer travels to the designated Sutphen facility to oversee final inspection. Prior to the official final inspection at the dealership, Sutphen will self-certify the truck via its quality control department.

After the self-certification, there will be a video conference pre-final inspection meeting between the designated Sutphen project coordinator/engineer and the dealer. In this meeting, the dealer and the Sutphen representative will virtually walk around the truck, go through the shop order, take a graphics audit, ensure multi-truck orders are aligned and more. Once this step is completed, the dealer will be responsible for final inspection when the truck reaches the dealership.

If the dealer and customer would like a virtual pre-final inspection while the truck is still at the Sutphen facility, please reach out to your project coordinator/engineer to organize the meeting.



Option A requires the dealership to transport the apparatus, excluding aerials which will be handled on a case-by-case basis, from Sutphen to the dealership or fire department in order to administer the final inspection. Once at the dealership or fire department for final inspection, the dealership will either host or video conference with the customer. The dealership's hosting of or video conferencing with customers will depend on the customer's travel restrictions.

Whether the customer is video conferenced or visits in person, the dealership must again video conference with the project coordinator/engineer who worked throughout the build process.

Option B: Dealer Travels; Customer Does Not; Virtual Final Inspection Held at Sutphen

In this option, the customer's travel is restricted, and the dealer will travel to the designated Sutphen facility to oversee final inspection. This option **requires** one dealer representative to travel to the Sutphen facility and act as the customer's liaison. Only one dealer representative will be allowed to visit the facility during the virtual inspection. Additional dealer representatives are welcome to join virtually if desired.

It is essential that a dealer representative is present during this option because of the vested interest our dealer network has in our shared customers. By representing our customers in person, you will be able to speak for our customers and work through the final inspection process.

During this final inspection, the customer will be video conferenced into the meeting to review the truck virtually.

The dealer representative will work in conjunction with the project coordinator to complete the final inspection.

Attached to this email, there are work instructions for the dealers regarding specific technology use.

Also attached to this email is a Microsoft Teams "Best Practices" sheet compiled for the customers. This should be shared with the customer within the Microsoft Teams invitation.

Option C: Dealer and Customer Travel to Sutphen

In this last resort option, the dealer and the customer will visit the designated Sutphen facility to oversee final inspection together. This is the traditional approach. While it is traditional, the approach is slightly modified to comply with all state and Sutphen health



and safety regulations. Sutphen is continuing to strictly adhere to its two customers and one dealer representative guidelines as outlined in the previous memo attached.

Within all three of these options, we are requiring the project coordinator/engineer to be present for the length of the final inspection, virtually for Option A and physically for Options B or C. This will help calibrate and align all three parties associated with the final inspection – Sutphen, the dealer and our customers.

While the project coordinator/engineer will be present during all three options, if an STM or other Sutphen representative is needed, please communicate with your STM so that a plan can be put in place. Additional support is available on a case-by-case basis.

While the above outlines our final inspection approach, we will rely heavily on our virtual capabilities for mid-inspections also. All mid-inspections will be held via video conference. You should schedule mid-inspections with your project coordinator.

In order to create the best experience for virtual mid and final inspections, Sutphen has invested in numerous video conference necessities. All of Sutphen's facilities have doubled their internet bandwidth to ensure a faster and smoother connection for virtual mid and final inspections. Along with the increase in internet speed, all Sutphen facilities now provide tablets, noise-cancelling microphones and headphones and more for virtual mid and final inspections.

All virtual conferences will be administered through Microsoft Teams.

As previously mentioned, we highly encourage Option A as the safest method for all of our businesses.

While we know there will be circumstances in which Option A is not possible, we ask that you talk with our shared customers to express the importance behind this option. Again, if you are in a state on Ohio's travel advisory list and have an inspection in Ohio or in a state on Pennsylvania's travel advisory list and have an inspection in Pennsylvania, Option A is mandated.

If you have any questions, please contact your STM.

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