

MARCH 26 UPDATE - Archrock continues to closely monitor all aspects of the COVID-19 pandemic. This is especially important as more states and municipalities issue “shelter in place” or “stay at home” orders. We are starting to hear from some of your employees that they have concerns about the availability of parts and our ability to continue support your operations and the operation of our equipment. I want to reassure you that Archrock has the full capability and will continue to operate without interruption despite the current situation and state and municipal “shelter in place” or “stay at home” orders.

First and foremost, our highest priority is the safety and wellbeing of our employees, customers and communities. We will continue our efforts to minimize risks of exposure and community spread of the virus by working where possible, social distancing and hygiene practices.

In accordance with guidance issued by the Department of Homeland Security, Archrock is in a “critical infrastructure industry” that is permitted and obligated to provide its critical and essential services at this time. Accordingly, Archrock and our employees have a responsibility to continue our operations and activities. Our field service work force will continue to be on the job to keep our equipment running and to provide exceptional customer service. Our supply chain team continues to work closely with key suppliers and at this time we are not experiencing any disruptions to our supply chain operations. Our warehouses remain open to make sure parts are available when needed.

Please do not hesitate to reach out to your local Account Manager if you have any questions.



Jason Ingersoll
SVP, Marketing and Sales



MARCH 17 UPDATE - Along with our customers and businesses throughout the United States, Archrock, Inc. is closely monitoring the COVID-19 pandemic and its impact on our operations. As we implement changes to our work processes to minimize the risks of exposure and community spread of the virus, we want to assure you that the safety and well-being of our employees, customers and communities are our highest priorities, and that throughout this rapidly changing situation, Archrock remains committed to providing exceptional customer service.

Fortunately, our field service work force already works remotely and typically in groups of four or fewer employees, which provides for good social distancing without much change to the way in which we conduct our field operations. Our shops and most of our field support structures are not located in the major urban centers and transportation hubs that are at the epicenter of risk for community spread.

In accordance with advice from the CDC and our governmental authorities to maximize opportunities for social distancing, we have implemented remote work protocols for our office-based employees across the country. Our virtual meeting capabilities are strong and enable us to make this move without interrupting our ability to continue to serve our customers well.

Our supply chain team is also closely monitoring the situation. At this point, we are seeing minimal supply disruptions. For some isolated items that we believe may be impacted, we have identified alternative suppliers and/or have placed special orders to ensure we have adequate stock. In addition, we are closely monitoring our inventory and maintaining close communications with our suppliers and our supply chain personnel to make sure we identify possible future disruptions.

Additional current Archrock COVID-19 employee safety efforts include the following:

- We have eliminated all non-essential in person business meetings and visitors to our facilities and suspended all non-essential business travel.
- Travel by our rotational field personnel is essential and will continue. Concurrently, we are providing alternative travel and length of rotation options to our rotational personnel to reduce travel impacts.
- We have suspended all discretionary training until further notice. We will continue with safety and operational training that is essential to providing the uptime you have come to expect and ensuring safe operations are at the forefront of what we do.
- Archrock has provided COVID-19 FAQ sheets to all employees to help with questions they have about the current situation. These FAQs include employee procedures should they suspect or confirm that they have COVID-19.
- We have communicated and implemented the preventative measures recommended by the CDC. By taking these steps to promote social distancing, we are doing our part to reduce exposure and slow the spread of the virus. We will continue to monitor the situation and evaluate any further guidance from governmental health agencies.

Throughout this challenging period, the incredibly dedicated and talented people of Archrock are committed to providing the highest levels of safety performance, uptime and customer service. If you have any questions or concerns, please contact your Archrock representative.