

March 15, 2020

Dear Customers, Business Partners and Stakeholders:

The safety and well-being of our people and communities is our highest priority. We are following recommended best practices and the measures we have implemented are about acting responsibly and supporting the global effort to help mitigate the spread of the COVID-19 virus. Equally, we have a responsibility to maintain our operational levels and service to customers.

Below are some proactive steps we are taking to keep our operations running smoothly and to help ensure a safe work environment:

- **Communication:** Our COVID-19 policy communicated to our employees details best practices and protocols to help prevent the spread of the virus. We will continue to monitor the situation and will ensure frequent communication, sharing up to date information with you and our employees as the situation develops.
- **Business Continuity:** We have implemented sanitation and hygiene practices so that our office remains open, accessible and low risk for employees, however, we are encouraging colleagues to work from home where practical and possible to do so. We are putting contingency plans in place should our employees not have physical access to our office, to ensure all our critical systems remain accessible in order to continue serving our customers effectively and efficiently.
- **Meetings and Visitors to Our Office:** Whether with internal staff or external partners, our guidance is to refrain from face-to-face meetings and to move them to video/telephone conferencing.
- **Travel, Conferences and Events:** Business travel and attendance at conferences and industry events is being assessed and for the time being, will be either converted to video/telephone conferencing, postponed or cancelled.
- **Third Party Service Providers:** Where we work with external contractors and service providers, we will inquire what guidelines they have implemented to help ensure the well-being of our employees and customers.

As we can all appreciate, this is a unique and trying time with continually and rapidly evolving developments. We will continue to be proactive and responsive, adjusting our action plan as required while putting forth our best efforts to maintain our commitment to our customers and minimize any disruption to the services we provide.

Best regards,

Steven Muzzo
CEO