



COVID-19 UPDATE

March 18, 2020

We are currently in the midst of an unprecedented situation as the COVID-19 outbreak continues to rapidly evolve on a daily basis. As we navigate the uncertainties of this challenging time, the wellbeing of our staff, clients and the broader community remains top of mind. To ensure we continue to deliver uninterrupted service to clients and maintain the health and safety of our teams, we have made the decision that all employees will work from home until further notice.

From the onset of the outbreak, we have implemented policies and preventative measures as outlined in our business continuity plan (BCP), including restricting business travel, health awareness campaigns, and increasing the use of video and teleconference capabilities. Additionally, we proactively reviewed and successfully tested our BCP with staff working from home to ensure no disruption to our services. Going forward, we will continue to diligently monitor the ongoing COVID-19 developments and adjust our operations according to the recommendations of health authorities and government bodies.

We will provide you with further updates, as appropriate. Thank you for your continued support and understanding during this challenging time. Should you have any questions or concerns, please do not hesitate to contact me.

Best regards,

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