



**TELEMUS
INC.**

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19/03/2020

SUBJECT: COVID-19 Contingency Planning

Dear Sir/Madam

In response to the current concerns surrounding the potential impact of the Coronavirus (COVID-19) on business performance, Telemus has initiated several actions so it is prepared and has robust plans in place to mitigate as far as practicable any such impacts should they arise.

In addition to the guidance issued by Canadian Government departments and other public health bodies such as the World Health Organization and Health Canada, Telemus has chosen to activate its Business Continuity contingency planning processes. This contingency planning includes (but is not limited to):

- i. Ensuring our staff understand how they can help minimize the spread of the virus:
 - a. Staff working from home where practical
 - b. Staff made aware of all social distancing protocols
 - c. Holding meetings using video or phone conferencing
- ii. Following Government guidelines on business and personal travel
- iii. Working with local in-country representatives (where available) to provide any customer support needed and/or working with customer engineers to provide additional system training as needed via various communications platforms.

Telemus wishes to reassure its Customers that it is taking all reasonable measures and precautions to minimize the impact of COVID-19 and that it will advise of any business performance issues that may arise at the earliest possible opportunity.

Sincerely

A handwritten signature in black ink, appearing to read "James Rose", is positioned above the printed name and title.

James Rose
Director and General Manager

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