

March 16, 2020

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As a partner to you and your business, we continue to closely monitor the impacts of (COVID-19) while ensuring the health and safety of our collective employees, customers, partners and communities. We remain committed to supporting your business throughout the situation, providing continuity of service at all times.

We are closely monitoring updates from the World Health Organization (WHO) and other global and local health organizations to help protect our stakeholders worldwide. Our offices around the world remain open.

Syntax treats the health and safety of its customers and personnel as its top priority. Our company has taken several precautionary measures in order to protect its personnel from unnecessary contact with large groups and potential exposure to the COVID-19 virus. Including the following:

- ▶ Implemented a Work from Home (WFH) policy for all non-critical personnel.
- ▶ Established physical security patrols and remote monitoring in all facilities housing business critical functions.
- ▶ Established routine communications at the team/department level to ensure timely communications of relevant issues.
- ▶ Established monitoring of network and VPN activities to ensure that both employees and customers have sufficient bandwidth to operate normally.

Syntax's employees are taking precautionary measures to safeguard themselves, ensuring continuity in the delivery of our services. Syntax has robust business continuity plans across all its businesses and locations, relying on our teams to work remotely while utilizing collaborative tools to deliver highest quality work to our customers..

Syntax remains fully committed to supporting you and your company through these challenging times. Our account management and technical teams will remain in constant contact with you and your team while continuing to support your operations.

Thank you for trusting us with your business. Please reach out to me or the Syntax team with any questions.

**Christian Primeau**  
*Global CEO*  
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