

## Aires COVID-19 Business Continuity Communication

Aires is closely monitoring the developments regarding coronavirus (COVID-19). In accordance with our Business Continuity Plan, Aires is taking steps to mitigate service disruptions while ensuring the health and safety of our most valued assets, our Aires employees. We continue to stay apprised and compliant with pertinent governmental and health regulations in the locations in which we operate and serve. In response to the threat of a global pandemic, we established a COVID-19 task force within our organization that is dedicated to proactively managing company risk and communicating appropriately to our employees and customers. Our task force is comprised of stakeholders from throughout the organization and is committed to acting in the best interest of our employees and customers. Summarized below are critical actions and plans implemented by the organization to-date:

### **REMOTE WORK**

Aires' non-US locations implemented remote work and social distancing arrangements. In addition, any employees who have recently travelled internationally for business or personal reasons are asked to work remotely for a quarantine period of fourteen days. Employees concerned about coming to the office due to existing medical risk factors are encouraged to talk with their direct manager regarding how to best work from home. Aires continues to monitor and communicate to employees regarding broader implementation of remote work and social distancing.

### **CONNECTIVITY**

In preparation for a potential transition to full remote work status, we conducted extensive infrastructure and load testing to ensure our employees' ability to securely connect to our Aires systems remotely. Aires staff are equipped with the necessary equipment to work remotely, including laptops and monitors. The nature of over 95% of Aires job functions are well-suited for remote work and can be fully executed successfully outside of Aires' offices. As such, Aires anticipates minimal disruption to service, connectivity and customer accessibility for our team members when working remotely.

### **TRAVEL**

Travel restrictions were implemented on Monday, March 9, limiting domestic and suspending all air and international travel. Employees were encouraged to refrain from attending conferences/gatherings of more than 100 people. In addition, employees with previously planned international personal travel have been required to share their travel plans with our human resources team and to self-quarantine for a period of fourteen days upon return.

### **MOBILITY AND SHIPPING IMPACT**

Due the nature of Aires' business, we are also subject to work stoppages, travel complications, government-imposed quarantines and restrictions in the most affected locations. As such, we may experience delays in

shipping and service delivery schedules. Aires' partner network has remained vigilant in keeping us apprised of local updates. For country-specific information compiled from our global partner network please see [Aires Resource Page](#).

Through Aires' COVID-19 task force and executive leadership, Aires will continue to carefully monitor the need for travel controls and remote work policies for Aires employees. The health and safety of our employees, our clients, and our partners remain at the forefront of our concern. Aires is steadfast in its commitment to remain available and transparent with all clients as it continues to provide world-class customer service.

**The following members of Aires' leadership team remain available to our customers 24x7:**

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In the event that you have any questions or concerns, please do not hesitate to call us directly.

Your Aires Team

**Helpful Resources**

[Aires Resource Page](#)

- [Country-specific updates from Aires global partner network](#)
- [Immigration updates from Aires global partner network](#)
- [Coronavirus \(COVID-19\) impact on shipping and logistics](#)
- [Aires Pulse Survey – Coronavirus Disease \(COVID-19\)](#)

[Centers for Disease Control and Prevention \(CDC\) – Coronavirus](#)

[World Health Organization \(WHO\) - Coronavirus](#)