



SilverBlaze Customers and Partners:

March 13, 2020

SilverBlaze is committed and prepared to provide the continuation of our services to our employees, customers and partners during the global response to the COVID-19 virus.

As a technology-based company, we are positioned to continue to provide our core services without interruption. As part of our Business Continuity Plan (BCP), we will deliver our essential functions and services without interruption.

SilverBlaze has established the following mitigation strategies to ensure essential operations can continue during the spread of COVID-19.

General Highlights of our COVID-19 Pandemic Response and Preparation:

- SilverBlaze senior management will continually monitor official third-party communications, regarding the rate and effects of infectious disease. Communications monitored will include those from the World Health Organization, the Center for Disease Control (CDC), and applicable local and provincial agencies.
- SilverBlaze has enabled all employees to work remotely and provides the equipment, connectivity and applicable applications, and resources to ensure long-term viability of SilverBlaze's core business and offerings, regardless of restrictions on office accessibility.
- All SilverBlaze staff have access to laptops and have been instructed to take their laptops home during an office shutdown. All employees have access to secure VPN and remote collaboration tools to ensure work will continue if a mandatory work from home policy is imposed.
- Policies ensure all staff is made aware of restrictions on face-face meetings, non-essential business travel, as well as restrictions on returning to work after having been out on sick leave.

SilverBlaze is committed to serving all customers and partners during this unprecedented global event.

For more information please reach out to your SilverBlaze contacts.