



To SilverBlaze Staff

March 13, 2020

SilverBlaze is committed to your health and wellbeing and is committed and prepared to provide the continuation of our services to our 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:

- We recommend that you begin working remotely from your homes starting Monday, March 16th, 2020, until further notice.
- 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.
- All 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.
- Please read the attached [Work From Home Policy](#) outlining our expectations during this period, such as:
 - **Over-communicate with your management and peers**
 - **Provide status updates at the end of each day to your managers**
 - **Need to be active on: Slack, Email, Jira, Groove**
- We will provide an employee contact list (mobile phones for emergencies)
- **Helpful tips:**
 - If you don't feel well, self-isolate
 - If you are hosting anyone or are in contact with anyone at risk, self-isolate
 - Avoid public gatherings
 - Avoid public transportation
 - Continued washing hands during the day & avoid touching your face
 - Encouraged to wipe down surfaces that you come in contact with, using disinfecting wipes (*provided by SilverBlaze*) at least once per day