



March 13, 2020

**Subject: COVID 19 Information for our Clients**

Dear Valued Client:

With the recent outbreak of the Coronavirus (COVID 19), the health and well-being of our clients' staff and our employees has become our primary concern. To this effect, we have instituted a Protection & Prevention Program ("PPP") to ensure the welfare of our employees while we continue providing service to our clients.

I would like to present to you the highlights of our PPP and share with you the most important elements that may affect the way we interact with you as a valued client. The objective of our PPP is to continue supporting you with minimal to no business impact on you, while protecting our employees and your staff. The elements of our PPP (and actions taken pursuant to the PPP) which will go into effect immediately, are:

1. Fairfax employees have been instructed to act in accordance with applicable safety regulations within their region.
2. We have updated our business continuity plan and have a pandemic plan in place to determine the best ways to service our clients.
3. We have updated our travel guidance and will continue to revise the guidance as needed. To that end, travel to any destination has been placed on hold and requires the authorization of the CEO before it can be booked.
4. We are committed to providing clean and safe environment in our offices. We are reminding our employees of the health benefits available to them and how they can get support in case of a potential exposure to them or a family member.
5. We have our support teams operating and available using the standard support numbers and systems. We are also testing work-from-home for key departments; this is an ongoing process.
6. We are verifying that our contractors, suppliers, and vendors have plans to provide continuous support. We are monitoring our vendors daily and we are not seeing any delays or issues related to their products or services.
7. Virtual meetings have been encouraged and proper audio-visual tools such as Microsoft Teams have been instated on a companywide basis for intra and inter team cooperation on a 24x7 basis. Each Fairfax Software employee has been given his or her own private license to use these tools. All our teams worldwide will accelerate their cooperation virtually, and we will provide the same level of access to our client community. The message is clear: Fairfax Software and all its resources are at arms length for our clients, just virtually.

8. Fairfax Software's maintenance bearing clients can expect the same level of support that they have grown to know over the years, and the same SLA's continue to apply.
9. Fairfax Software has established a clear escalation route all the way to the office of the CEO for any issues or concerns of our staff to meet your SLA's or requirements. Please feel free to call our CEO, Steve Chahal, on his cell phone 813-514-7200 to escalate any issues.
10. We will continue to closely monitor the situation developing across the world. We will provide you regular updates around our plans and actions to continue providing service.

On behalf of the entire Fairfax Software family, I wish you and your loved ones a safe and uneventful period while we wait for this virus to find its way off our shores without ever returning.

Sincerely,

Steve Chahal  
President and Chief Executive Officer