

To Our Customers and Valued Partners,

At Trilliant, the safety and well-being of our employees and our customers is always our priority, and we recognize the important role we play in providing our customers with the support in which they are accustomed during this critical time. We are actively monitoring the COVID-19/coronavirus situation and taking steps to help keep our communities safe. We wanted to share with you some steps we are taking.

#### **Aligning with public health authorities**

We have a team dedicated to our response to this pandemic and have business continuity plans in place to ensure the continuation of services. We are closely monitoring updates from the World Health Organization and local governing authorities regarding COVID-19. We will continue to seek guidance from these agencies, public health officials and government agencies on an ongoing basis.

#### **Protecting our employees and customers**

As our employees interact with customers and the general public, we have taken steps to limit exposure to the virus. We have put restrictions on travel, are limiting the size of meetings, providing remote-work solutions, and continue to reinforce safe behavior in every environment. Additionally, we have protocols in place that activate closures, disinfection and appropriate quarantine procedures based on recommendations by government and health agencies.

#### **Assisting our employees**

We are in continuous communication with our employees reminding them about the importance of good hygiene, providing them with health education and support whenever needed. Employees who feel ill have been told to not report to work and we have specific quarantine and communication procedures in place should an employee be diagnosed with COVID-19 or is asked to self-isolate by a public health authority.

#### **Our supply chain**

We are a global company and have business continuity plans in place for any event that may have an impact on our global supply chain. We are in daily contact with our suppliers and have a full understanding of the impacts to their supply chain and are proactively working to manage risks and minimize impacts to our customers.

As always, thank you for being a customer and for your continued trust as we manage through this time together.

Sincerely,  
Andrew C White  
CEO and Chairman of the Board, Trilliant