

## EGS Global, Inc., d/b/a Emerging Global Services, and its associated companies and subsidiaries, Response to Coronavirus (COVID-19).

March 11, 2020. The health and safety of EGS's employees is critical to the protection of our clients and the delivery of uninterrupted service of their clients and customers during COVID-19 (coronavirus) outbreak.

With the recent news and concerns around coronavirus, we know you may have questions about what EGS can do to maintain operations and Service to you. Therefore, we want to share the actions we're taking to ensure consistent operations.

### **What EGS is doing**

- Closely monitoring the situation and taking action. We're following updates on COVID-19, including guidance from the Centers for Disease Control and Prevention (CDC) and local health officials in the US and Hermosillo, Sonora, Mexico. We'll continue to take actions necessary to help protect our employees and the communities where we operate.
- Practicing good hygiene. To help prevent the spread of any disease, we have placed around our offices a regular supply of hand sanitizers, soaps and masks for all employees to use regularly throughout the day. As of March 11, 2020, all employees and visitors to all EGS sites are required to wash their hands and upper arms thoroughly with soap and water for at least 45 to 60 seconds. In addition, they are required to use sanitizer solutions which have been placed around the center to wipe their face, and wipe down their keyboard, work area, screen, headsets and mouse multiple times per day. All managers are required to check all employees and all workstations six to eight times per eight-hour working shift to ensure all sanitation processes are being followed. In addition, our full-time cleaning crew are sanitizing all breakroom and bathroom surfaces with approved disinfectants at least two to three times per day.
- Encouraging all of our employees to visit the doctor if they do not feel well, or if they display any of the common symptoms of coronavirus. We want them to work from home and self-contain themselves if their doctor recommends this, or if we as management determine is the best option.
- We are staying informed via the [CDC](#), the [World Health Organization \(WHO\)](#) and various health information sites such as [The US Department of Labor – Occupational Safety and Health Administration](#).

- Lastly, we have emergency and disaster recovery plans in place that include, yet are not limited to, employees who work from home via a “plug and play” set up (we provide fully configured computers and peripherals) to conduct the same work from home as they would inside of our center. All employees operate on a dedicated, highly encrypted VPN to maintain standard security protocols. In addition, EGS has fail over, back-up call center sites in two other cities in Northern Mexico (outside of any possible infection zone in Hermosillo, or vice-versa) where we can quickly set up and run all operations with our current employees.

We are confident we are doing all we can, as of this moment, to be prepared for any ongoing outbreak or spread of the coronavirus. Please be assured we are monitoring this very carefully and will provide more details as needed weekly or monthly.

Sincerely,

Steve Shefvland  
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