



May 14/2020

To Our Valued Customers,

There has been much discussion in the news about the re-entry and the re-opening of some businesses and what that will look like. We have been proactively thinking about this and wanted to share our plans thus far for when we gradually return to our offices and workspaces.

Due to the nature of our business, we have been fortunate to be able to work remotely effectively. Our technical infrastructure and procedures support 100% of our employees working from home. We have clearly defined processes, tools, and chains of command to completely support a remote team, which includes how to train remotely, supervise remotely, and effectively communicate through multiple channels.

Additionally, our team has embraced this change and worked to ensure all our employees feel confident and well equipped to work from home. As a result, we do not feel an urgent need to return to the office and will continue to work remotely at this time.

We do, however, have an internal committee actively creating a plan that includes changes that will need to be made before returning to the office. In preparation for promoting optimal levels of safety and efficiency, we are considering everything from density and traffic flow to enhanced sanitization procedures and standards, materials within our space, and frequent touchpoints.

In all phases of the recovery period, we plan to be as agile, organized, and supportive as possible. We will continue to share our plans with you as they develop.

We cannot thank you enough for your continued support and trust in us.

Kindest Regards,

Dana Lloyd  
AnswerPlus Inc.  
CEO