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March 13, 2020

To our valued customers,

CyberMetrics is actively monitoring the outbreak and spread of the Coronavirus (COVID-19). We are committed to the continuation of all essential functions that are critical to the operation of our business as well as the support and services we provide to our customers. In this effort, we are currently taking and will continue to take precautions in line with local and national authorities and the Center for Disease Control and Prevention (CDC).

As we move forward, we will add measures as necessary, to ensure the health and well-being of our employees and customers.

In this effort, we have enacted the following policies and processes:

- We ask our employees that experience cold or flu-like symptoms to stay home. We also respectfully ask our vendors, customers and visitors to do the same
- We are extending our existing work-from-home policies for all essential and non-essential personnel
- We have educated and encouraged our employees regarding the symptoms and preventative measures related to the spread of COVID-19
- We have enhanced our cleaning procedures in the office as follows:
 - » Wiping door handles, keypads and surfaces with disinfecting wipes multiple times per day
 - » Adding additional hand sanitizing dispensers throughout the office
- Ongoing communication with our critical vendors relating to their response and capabilities during this event
- Depending on the severity, we will implement plans for the staffing of our critical frontline employees to minimize the risk of exposure and spreading any infection

Temporary Travel Restrictions

Due to the CDC and WHO recommendations for restricted air travel, and for the health and safety of our employees and customers, CyberMetrics has enacted temporary travel restrictions for our training and services team members. In response, we will be extending our Web Training courses to any of our customers who have booked Regional or On-Site training through the end of May. These Web Training Suites will provide your team with an excellent, trainer-led learning environment online, without the risk of air travel. If you have booked any training with CyberMetrics within the April to May time-frame, please do not hesitate to reach out to our Training Advisor (training@cybermetrics.com) to explore your options.

We hope this information is helpful and will provide guidance in your ongoing interactions with CyberMetrics and its team members. We greatly appreciate your cooperation and understanding.

Sincerely,
CyberMetrics Management Team