



# COVID-19

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Due to COVID-19, we have made the decision to move the majority of our US employees to work remotely for their health and safety. We have moved more than 90% of employees to work-from-home as of the week of March 23. We are also following physical distancing guidelines for employees that are required to be on-site. We are fully operational and transacting business as usual.

## **Operating**

We have comprehensive business continuity and pandemic planning in place. These plans had been reviewed and revised again in detail during our COVID-19 planning. We are also working with our key suppliers to ensure that they have adequate plans in place. As we implement this important planning, we continue our dedication to providing the highest levels of service to our clients.

## **Staff well-being**

The well-being of our team members is a top priority and we have daily internal communications underway providing up-to-date guidance for personal well-being and direction on business operations. We recognize/appreciate the flexibility and support our employees provide as we all adjust to the pandemic.

## **Contingency plans**

The nature of the virus is such that we have considered a wide range of scenarios that could emerge and how EQ would respond. We will continue to adapt our approach as needed to this ever-evolving situation.

We have a collective social responsibility to look after each other, and at EQ we are doing our best to contribute toward this goal.