



# COVID-19

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Due to COVID-19, we moved most of our U.S. employees to work remotely for their health and safety in March of 2020. We are fully operational and transacting business as usual.

## **Operating**

Our comprehensive business continuity and pandemic planning was put into place last year. We are very pleased at the performance of the implementation and continuous business performance. Our key suppliers' plans have also performed well and assisted us in providing the highest levels of service to our clients.

## **Staff well-being**

The well-being of our team members continues to be our priority and we have weekly internal communications providing up-to-date guidance for personal well-being and direction on business operations. We recognize and appreciate the flexibility and support of our employees as we all adjusted to the pandemic's effect on daily routines.

## **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 and hope to return to our offices safely in 2021.

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