

CGC COVID-19 Continuity Statement

Computer Guidance Corporation continues to monitor COVID-19, and we have responded as a company with an abundance of caution to limit the spread of the virus. We are also taking measures to ensure business continuity remains unimpacted during this time.

With everybody's health in mind, we implemented work-from-home strategies for our employees, and while CGC has not experienced any business impact, interruption, or degradation to customer services due to COVID-19, our team has taken steps to mitigate potential disruptions to our operations. Employees are required to access the company network through a VPN, and security standards at our data centers and security operations hubs remain high.

We recognize many of our customers depend on eCMS for their own mission-critical operations, and we take our commitment to providing highly available and secure services seriously, especially in times of uncertainty. We maintain a robust business continuity strategy for our operations in order to support our customers, including a disruption to workplace access and unavailability of employees. We have also identified the critical processes and teams within each function to maintain operational continuity, with plans captured for each team.

Remote work practices have long been part of normal business operations, and employees are proceeding with business as usual to maintain all key customer service and technical product support functions. CGC has long supported remote, secure, and flexible working arrangements on a daily basis in many cases. This business-as-usual approach ensures that we have the technological capability (i.e., VPN bandwidth) and established work culture to continue to deliver, despite any physical disruption.

By design, many of our customer service and technology functions are based in multiple locations to provide short-to-medium term resilience to our operation. It is a normal business practice at CGC to regularly assess business continuity risk related to vendors and service providers in our supply chain, and we continue to analyze potential supply chain risks and adjust to this unusually dynamic situation. At this time, none of our customer service or technology functions are affected, and we do not anticipate any impact to our operation due to supplier disruption. Should our status change, we will update you immediately to uphold our commitment to trust and transparency.