



May 04, 2020

RE: Business Resumption

Dear Valued Client,

First and foremost, we hope that each of you and your families are safe, have remained healthy, and have found a balance within your new normal. There is no doubt that the past few weeks have been challenging, unique and like nothing we have faced before. Despite that, we have seen the best of our communities as people have rallied together, albeit physically apart, to flatten the curve and mitigate the long-term impact of the Covid-19 pandemic. Personally, I have taken great pride in the way our Paladin Family has united, as a truly essential service, to support our customers and each other, while making sure the communities across our great nation remain safe, functional and resilient.

As our federal and provincial governments begin to execute on gradual resumption plans, we know each of you is working hard on your own plans to help ease your businesses back towards a state of operational normalcy and we want you to know we are here for you, and will be working diligently to assist you in any way we can. As part of this process, with some urgency, our client service teams will be connecting with you to talk about your recovery efforts, discuss potential challenges, and offer and support solutions to best meet your evolving requirements. We appreciate your patience, understanding and empathy as we meet these business resumption efforts head on while remaining vigilantly mindful of the health & safety of our people.

Our national and regional emergency operation centres (EOCs), which have been operational now for more than two months, will continue to actively manage our response and business resumption efforts in alignment with evolving public health information and guidelines, while coordinating and adjusting our service delivery to meet each of your needs. We know that a 'business as usual' state is still some way off and there is an immense amount of work to be completed and we want you to know how thankful we are for your continued partnership. Now is the time to let us know how we can help get you ready to resume operations, in whatever form that may take for you. We know there are challenges that await us, on the long road ahead, and you have our commitment we will meet them head-on, with honesty, kindness and most of all, in partnership with you.

Thank you for your continued support and partnership,

Sincerely,

Chad Kalyk

President | **Paladin Security**