



March 13, 2020

To our valued business partners,

CLEAResult is committed to the health and safety of our clients, our employees and our communities. Like you, we are actively monitoring the Coronavirus (COVID-19) and closely following guidelines provided by the United States Centers for Disease Control (CDC) and the Public Health Agency of Canada.

We remain committed to your business during these complicated times and are taking the following actions to ensure we maintain our high level of service:

- Our COVID-19 Readiness Task Force and executive sub-committee meet daily to address the evolving requirements of this force majeure situation and the specific needs of our clients, customers and employees.
- We are implementing a work-from-home (WFH) protocol, where appropriate.
- We are reinforcing safety precautions and communicating best practices to address customer and employee safety.
- We have suspended all non-critical air and rail travel.
- Our parent company, TPG, and our procurement teams have confirmed current supply of program materials for the near term.
- We have created an internal COVID-19 information site providing the latest data and recommendations from the CDC, so our staff can learn how to protect themselves and others.

We are taking steps to augment and test our preparedness to ensure business continuity. As the situation evolves, we will provide updates and information on our plans and readiness to ensure the health and well-being of our employees, our clients and their customers, as well as the larger communities in which we serve.

Thank you for your confidence in CLEAResult.

A handwritten signature in black ink, appearing to read "Scott Boose".

Scott Boose

President and Chief Executive Officer