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March 16, 2020

Dear Valued Customer,

1<sup>st</sup> Class Office Solutions is committed to maintaining a healthy workplace for our employees and our customers as our top priority. As such, we are closely monitoring the ongoing COVID-19 coronavirus outbreak according to the guidelines and recommendations of the [CDC](https://www.cdc.gov) (Centers for Disease Control and Prevention). We want to share with you the actions we are taking to help protect our employees and customers.

With that said, we are committed to supplying the highest level of support that you have expected from us. We've advised our employees to follow the public health authorities' guidance regarding hygiene and personal travel, and we've reinforced existing 1<sup>st</sup> Class Office Solutions policy encouraging employees who exhibit flu-like symptoms to stay home and consult with a medical professional. We've limited business travel and encouraged employees to leverage technology to hold business meetings whenever possible.

**Employee & business support.** Our Business Continuity plans are designed to address various unexpected situations such as this. As the situation continues to evolve, we are continuing to take steps to make sure we can serve your business in the safest way possible consistent with the health and well-being of our customers and our teams. Hygiene standards for our team members and the cleanliness of our products is and always will be a top priority. We are following all public health guidelines and the latest guidance from the CDC, including specific requirements that if employees are feeling unwell, they are not to report to work.

**Scheduling changes.** We can schedule or reschedule installation and service appointments during times that are less busy for your business to minimize risk to your employees and our team. We will continue to utilize our tools to handle a high volume of your needs virtually whenever possible. Lastly, if your employees are showing signs of flu like systems please notify us so we can reschedule appointments and reduce the risk.

We appreciate the trust that you place in 1<sup>st</sup> Class Office Solutions. We will continue to closely monitor the situation and take actions necessary to help keep our employees and customers safe while providing the products and services you need to run your business.

Regards,

A handwritten signature in black ink that reads "Dan Browne".

Daniel Browne.  
CEO, 1<sup>st</sup> Class Office Solutions