



Business Continuity Update

Last revised: March 16, 2020

Dear Valued Partner / Customer

At i3 we are continuing to monitor the current coronavirus/COVID-19 pandemic and considering various potential responses to this very fluid situation. It is our intent to maintain business operations to the best of our abilities, while taking necessary actions to minimize the spread of the virus. Precautions will include, but not be limited to, elimination of non-essential travel and face-to-face meetings, telecommuting when possible, strictly enforcing a stay-home-when-sick policy, and project team redundancy planning. Additionally, several of our staff will work from home while critical time-sensitive functions such as Technical Support, Project Management and Customer Care will be available to ensure the continued operation of your business during this time.

Due to the fluid nature of this pandemic, the exact impact cannot be fully quantified at this time. We anticipate that there may be an impact to labor, materials or equipment sourcing. We will be in contact with our clients and customers as details become available. Our project teams will be actively researching impacts and possible solutions and alternatives as they are identified. We welcome your input and collaboration.

We highly value our business partners and want to assure you that addressing this issue is our highest priority.

If you have any questions, please contact your respective i3 representative or contact our i3 customer care team : at 1.866.840.0004 or via email at info@i3international.com.

We wish all our business partners well during this unprecedented situation.

Regards,

A handwritten signature in blue ink, appearing to read 'Jack Hoang', with a small 'i3' logo below it.

Jack Hoang