



To Our Customers and Community

As the COVID-19 epidemic continues to evolve, we want to let you know that Al Dahiyah has a comprehensive plan in place to continue to protect our employees and support the ongoing operations of our customers. We are closely monitoring guidance from the respective agencies.

We wish to share some of the actions Al Dahiyah is taking to help protect and support both you and also our employees. As a precaution, we are:

- Continuously monitoring our supply chain to understand any disruptions which could cause a delay in the delivery and support of your mission critical operations. We will continue to update our messaging to ensure our customers have accurate information to make appropriate decisions;
- Adopting work from home practices as needed as part of normal business operations and leveraging a complete portfolio of cloud-based systems, which will allow our dedicated account managers and staff to support their customers' operations and critical business functions without undue risk;
- Implementing several measures to ensure the health and safety of our facilities, including suspending international travel and limiting non-essential domestic travel, reducing large customer events and gatherings, limiting visitors to the office, and maximizing health and hygiene activities across all office locations by maintaining sanitation supplies and encouraging an "if you are sick, stay home" mindset.

We deeply appreciate your partnership with Al Dahiyah. We understand that this can be a very difficult time within your teams and communities. We offer our deepest sympathies to those who have already been affected. Rest assured that as circumstances continue to develop, one thing will remain the same: We will make our decisions with the health and well-being of our customers, employees, partners, and communities as our highest priority.