

COVID-19 – Information and Commitments to our Clients and Partners

Dear Client/Partner:

At EgR, the health and safety of our employees, clients and partners is a top priority. From that standpoint, we are closely monitoring the developments of the COVID-19 pandemic and would like to share with you the measures taken by our organization.

These measures are established and monitored as a function of the advice and recommendations set forth by the government authorities on a daily basis.

Rest assured that we are taking all necessary steps to maintain business continuity and provide you with the same quality of service you are accustomed to. We are progressively rolling out our business continuity plan to limit the potential impacts of these highly unusual circumstances. We will adapt ourselves on an ongoing basis to the repercussions of this pandemic, following the recommended and mandatory measures being put in place to limit the spread of the virus and to maintain our operations.

For your information, the following are the major steps we have taken so far.

- Our firm has created a special committee to coordinate all activities, information and measures pertaining to COVID-19.
- Our plan covers the key pandemic scenarios and related procedures.
- We are currently making use of our extensive remote office capabilities, which are continuously being tested for maximal efficiency. Our employees are equipped with the appropriate technological tools to ensure seamless continuity on all your files. We do not anticipate any interruptions in our professional services.
- Our offices remain open for the time being, but access is very limited and monitored. We have asked all employees to use videoconferencing or teleconferencing instead of physical meetings, unless it is strictly necessary, in which case they must use appropriate hygiene measures for the circumstances. If you need to visit one of our offices, please contact us first since conditions may change as the situation evolves.
- We use advanced videoconferencing technology so meetings with colleagues, clients, and partners can be held remotely.

- Policies, directives (including isolation criteria), procedures and travel restrictions have been established to protect the members of our firm, our clients and partners, and their families.
- We have enhanced the hygiene protocols in all our offices.
- We have an external data centre that will not be affected should one of our offices close. All of our data is also secure.

We are presently making substantial efforts to help our team uphold the highest level of service and respond to your needs with the efficiency you have come to expect from our firm.

It is a privilege to be your business partner, and we are committed to continue providing the assistance you need during this crisis. This is a difficult period for us all, and together, we will weather the storm with as little impact as possible.



Simon Marchand-Fortier
Co-president, Chief Operating Officer



Richard Drouin
Co-president, Chief Executive Officer