



A Notice From The Primate Team

Primate Technologies, Inc. is saddened by the loss of lives and spread of sickness from COVID-19. As a valued customer of Primate, we wanted to tell you that we are assessing potential impacts regarding the health and wellbeing of our team and how that impacts your team and our support of your business with respect to COVID-19.

In response to the growing concern around COVID-19, Primate's team members are monitoring the recommendations of the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and public health officials. We are evaluating and as necessary, making adjustments based upon the daily developments. We are making best efforts to prevent the spread of the virus while supporting the mission critical workforce and business operations of our customers, vendors and partners.

Following are the initiatives that we are performing for the health and safety of our employees:

- Each day, our leadership team is reviewing the current status of our employees and providing updates to our team on new insights and recommendations for health and safety.
- We have established a temporary COVID-19 Administrator, Debra Foreman, with responsibilities for communicating all updates and performing daily tracking of health status for each of our employees.
- We require employees to remain at home if they or anyone in their household is not feeling well or has been or may have been exposed to COVID-19.
- Our employees have the option to work from home and this shall continue for an indefinite period of time. If working from home, full use of software support tools, such as FaceTime, WebEx, Primate's support site, etc., may be used to support meetings, enhance phone communications, and assist in ongoing support activities along with secure transfer of information.

In addition, we are supporting actions for continued business operations of our customers, vendors and partners for the next indefinite period of time, as follows:

- Project delivery activities shall continue as planned unless evolving guidelines by WHO, CDC, government and public health officials or requests from our customers require otherwise. In such cases, Primate will welcome discussions on options.
- Our 24x7 maintenance and support for delivered projects remain unchanged and our response and repair times shall continue.
- In accordance with evolving guidelines, other travel to customer, vendor or partner sites will continue but only when remote efforts are unavailable or infeasible or remote efforts have proven unsuccessful.
- Our COVID-19 Administrator will be in contact with all members of our team on a daily basis to be sure customer communications (phone calls, emails, texts, etc.) are redirected should anyone on our team not be available for follow-up.

We do not anticipate any delays or disruptions in contacting any of our team members or in their response, but we ask that you inform us and be patient with us should any occur.



We will remain vigilant in assuring the health and safety of our employees, customers, vendors and partners. We will also do all that we can to continue to meet our business commitments to you, only making minor adjustments if and when required.

If you have questions or concerns we ask that you reach out to us at support@primate-tech.com, Debra.Foreman@primate-tech.com or call us directly at 321-821-2227.

We appreciate your patience and support during this time and wish the best for the health and wellbeing of you, your family and your co-workers.