



**OTTAWA, ON, 27-MAR-2020:** On behalf of the 5G group, let me first share our support and solidarity with you, your business, and your families. 5G wishes for your good health and safety during these challenging times.

We have a 25-year track record of being a responsible business and we are committed to doing all we can to keep everyone safe. In this regard, 5G is practising a slew of precautionary measures, including but not limited to, stringent sanitation and cleaning procedures, workplace distancing, temperature checks, travel ban, and last but not least, more than 75% of our staff is working from home in a safe environment. As governments in the four jurisdictions we operate in are implementing measures to contain this public health crisis, we have been doing our bit by taking strict precautions to protect our colleagues and their families, while still maintaining the intactness of our production and customer maintenance operations.

More specifically, we have ensured that (a) our responsibility to maintain our digitalization and AI solutions at all our customer sites, and (b) our commitment to deliver new solutions on time, are not hampered! Our three major offices in Canada, Mexico and India are fully operational and are dedicated to providing you with uninterrupted service during these challenging times. We have also partially implemented our Business Continuity Plan to ensure the said seamless customer service in the various jurisdictions.

The support phone numbers below shall work for any emergency need or assistance during this period:

<b>Canada/USA:</b>	9.00 am – 5.00 pm (EST):	+1 613-368-4809 x203.
	5.00 pm – 9.00 am (EST):	+1 613-368-4809 x206.
<b>Mexico:</b>	9.00 am – 5.00 pm (CST):	+52 155-1849-7117.
	5.00 pm – 9.00 am (CST):	+1 613-368-4809 x206.
<b>India:</b>	9.00 am – 5.00 pm (IST):	+91 44-2254-1771 / 72 / 73.
	5.00 pm – 9.00 am (IST):	+1 613-368-4809 x203.



We will keep you informed as the situation evolves and thank you very much for your continued confidence and trust in us.

Yours Sincerely,

**Dr. Ananth Seshan**  
Chairman & Managing Director  
5G Group of Companies