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Dear Clients,

In light of the current outbreak of coronavirus disease 2019 (COVID-19) we would like to provide some insight as to the precautions we are taking to ensure our ability to provide the highest levels of service as we prepare to limit our employees potential exposure.

In terms of BGL preparedness to continue to provide a high level of service, we have a Business Contingency Plan that includes system redundancies and employee remote work plans. We are prepared to carry out this plan as required and anticipate no disruptions in operations or service levels throughout this situation.

BGL has implemented the following precautions to protect our employees, clients, carriers and any other service providers from potential exposure to the coronavirus:

We are actively monitoring the local public health departments for recommendations and best practices.

- WHO (<https://www.who.int/>)
- CDC (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
- CFIA (<https://www.inspection.gc.ca/eng/1297964599443/1297965645317>)

We have put in place sanitary measures for our staff and visitors.

We have worked with building management to assure a clean and disinfected work environment.

BGL has instructed all employee's that if at anytime they have been in contact with anyone who has the coronavirus disease or have any doubts that they might be infected to immediately advise management.

BGL will continue to monitor the development of this situation. It is in BGL's highest priorities to assure that all staff, family, clients and visitors are not put to risk. Therefore, we are putting all our efforts during this pandemic to keep everyone safe and secure.

Thank you for your continued trust in BGL.

Best Regards,

Ron Gaudette, Vice-President

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