

March 25, 2020

Dear Customers and Partners,

Like all of you, we are closely monitoring the situation regarding COVID-19. Having activated our business continuity plan, we ensure the continuity of our own activities and we enhanced our efforts to support you in your continuity and offer you the essential services you need during these difficult times.

We care about the health, safety and well-being of our employees, our customers and partners and their families.

We put in place all the guidelines relating to hygiene, social distancing and travel. For the past two weeks, our employees have been mostly teleworking. As requested by the Quebec government, as of Wednesday, all will be. It should be noted that Quebec government reiterates that “all businesses can always engage in teleworking and e-commerce”.

Moreover, Premier Continuum supports essential services and activities as defined by the Quebec government and we will maintain our activities, accordingly, taking into account public health guidelines. As defined in our business continuity plan, we will prioritize the support of ParaSolution and mandates in support of the measures you are putting in place to deal with COVID-19. We confirm that the data centers where ParaSolution is hosted will continue to be in operation. Our continuity strategies and solutions are in place and have been validated.

Although we are redirecting calls for technical support, you may not be able to reach us by phone (office or cell phone) due to the increased volume on the internet and cellular networks. In the event of this situation, we reiterate that you can contact us by email or by accessing the customer portal directly for any request related to ParaSolution.

In addition, we ask you to send any important information by email as we interrupt our mail reception service.

We have prepared a [COVID-19](#) web page on our website to gather our various best practices leaflets as well as additional information.

We remain available for any questions and we wish you and your loved ones to stay healthy!



Isabelle and Marie-Hélène Primeau and the entire Premier Continuum family

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A PEACE OF MIND IN TIMES OF UNCERTAINTY

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