



To all Aldea Customers & Business Partners,

As the world navigates through some unprecedented times due to the COVID-19 pandemic, at Aldea our priority remains the safety and health of our staff and their families, while continuing to provide our services with the same level of performance and reliability.

Multiple measures have already been implemented at Aldea including generalized work-from-home policy, strict hygiene and prevention procedures, travel ban, and restricted access to operational sites to key staff only. We are also actively following the instructions of the World Health Organization and local government authorities.

For our customers, rest assured that we have taken all the necessary steps to effectively sustain operations on a 24x7 basis while continuing to provide the same quality of service you are used to. To our business partners, we are committed to work with you through the challenges of this situation. As always, we are here to help and will be available at all times via telephone and email.

While we will continue to adapt to the needs of this changing situation, we would also like to express our heartfelt solidarity to everyone impacted by COVID-19 everywhere in the world.

Wishing for all our colleagues, customers and business partners to stay safe and healthy.

**Lionel Bentolila**  
**CEO, Aldea Solutions Inc.**