



March 2020

COVID-19 Statement of Business Continuity

To our valued clients, partners, alumni and members of the international business community:

The escalation of the novel coronavirus COVID-19 outbreak is impacting all of us, regardless of where we live and work around the world.

Blueback Global's number one priority is to continue to provide you with support for all of your global expansion needs. Our commitment to providing high quality customer service that you have become accustomed will continue and we remain fully operational, while also protecting the health and safety of our team members and their families globally. Since February 2020, we have been proactively managing the evolving situation and we activated our Business Continuity Plan this month.

Whilst there are currently no impact to Blueback Global's services across every continent (except Antarctica) in which we operate, we would like to update you on how we have been dealing with the threat of the novel coronavirus COVID-19.

1. **Continuation of all business operations.** The vast majority our team members work remotely prior to the outbreak, and therefore, we have a robust remote work infrastructure in place already, and this continues today. Our support for your international operations remain uninterrupted, and it will continue to be a focus for our team to remain responsive to your needs.
2. **The safety of our team members is of highest priority.** We have deployed good hygiene practices including workplace disinfection, social distancing and sheltering in place and have preventative supplies in our Blueback Global office locations.
3. **Supporting our team members is crucial.** Our leadership team is regularly communicating with our team members through a variety of channels to ensure awareness of and adherence to the advice issued by the World Health Organization and governments of the countries we operate in.
4. **Precautions to prevent spread.** We have suspended all business travel and events participation globally and Blueback Global continues to comply with government preventative and travel policies, when and where required.
5. **Responding to changing government policies.** The fluidity of the outbreak and responding to changing government policies globally requires ongoing vigilance and readiness to respond. Our senior leadership team continues to monitor the situation where we operate and coordinates the mobilization of resources and activation of plans as required.

The novel coronavirus COVID-19 outbreak has caused great concern globally and has affected local communities and businesses. Should you wish to discuss further guidance or support we can provide to you during this challenging time, please do not hesitate to contact your me or your Blueback Global team member.

Kind regards,

A handwritten signature in black ink, appearing to read 'Arden Ng'.

Arden Ng
Chief Executive