



Systems Interface Inc.

(425) 481-1225 T
(425) 481-2115 F
www.systems-interface.com

10802 47TH Ave W.
Mukilteo, WA. 98275 USA

March 24, 2020

To our clients and friends,

As a Worldwide enterprise, Systems Interface Inc. continues to closely monitor the spread of COVID-19 and has implemented actions to help minimize the potential impact of the virus.

Systems Interface is designated as an essential business/critical infrastructure supplier in several industry categories under the Federal Cyber and Infrastructure Security (CISA) program. CISA program guidance indicates our special responsibility to maintain our normal work schedule in support of our critical clients.

We have adopted the CDC Coronavirus disease guidelines. Of specific mention, our team members, who can work from home or remotely without impacting customer service or business continuity have been asked to do so allowing our office-critical and manufacturing staff to distance themselves from others in order to provide essential engineering and manufacturing services to our clients in a safe manner. Our manufacturing team is now spread over extended shifts to help provide additional social distancing. We believe these steps are necessary to protect the health and safety of our clients, employees, their families, and our community.

What this means for you- Support when you need us

You remain our top priority. Our engineering and technical support staff continues to be available to work on customer specific projects and business critical issues within the following guidelines:

- As a primary means of engagement, we will work on projects and issues using all the virtual tools at our disposal; LogMeIn, ConnectWise, TeamViewer, GoToMeeting, MS Teams, email, phone calls. Our teams are practiced at collaborating virtually and are experienced at handling customer challenges in this manner.
- We are asking to communicate electronically or reschedule any non-essential business/production critical onsite customer meetings or engagements.
- We will support business/production critical onsite work locally and remotely where possible. Engagements requiring airplane travel will be assessed on a case by case basis.

We will collaborate with you to ensure that work is executed in a safe manner in order to protect the health of your employees and ours. It is in our collective best interest to safely manage through this crisis.

Sincerely,

Scott deMers, President