

To Our Customers,

As developments continue to unfold with the COVID-19, it's become clear that the Carolinas and Georgia are facing a tough few weeks ahead. From the onset of this situation, we have and will continue to actively monitor the situation and assess all risks.

We have been asked by other businesses in our community and by our customers how we are responding to the situation and wanted to publish what we are doing to minimize the impact of this virus in the communities we serve. At Systel, we plan to do what we can to help keep our communities, customers, and employees safe and healthy by being proactive with new policies and procedures effective immediately in regards to COVID-19.

WHAT WE ARE DOING:

- We have introduced strict cleaning procedures by our Technicians and Set up/Delivery Teams, including wiping down the screens of devices before and after the service or handling of each device as well as implementing the use of gloves which are to be properly disposed of between each device or customer visit.
- We have been preparing for weeks to ensure our customers have access to the products and supplies they need, especially to our highly critical facilities such as hospitals and other medical customers. All of our products and supplies are stored and shipped from our warehouse in Fayetteville, NC.
- We're taking extreme caution and implementing steps to help protect our employees, and in turn, our customers. This means fewer meetings, restricting all travel including branch to branch, segregating sections of buildings and staggering work schedules, requiring some employees to work remotely, as well as supporting them with any time they need to care for themselves or their families in the event they are directly affected by COVID-19.
- In the event we have to go to very limited staff over the next few weeks, we do have back up facilities to continue to receive and fulfill orders and troubleshoot service calls if needed. In this worst case scenario, we encourage all customers to place service and supply calls online at <https://www.systemloa.com/request-support> or create an account to manage all your orders and invoicing online at <https://www.systemloa.com/einfo>.

We recognize this is a challenging time and will remain committed to your safety by monitoring new developments so that we can quickly adapt and continue to provide the products and service you need in the safest means possible.

Our customers are the heart of our company and we look forward to supporting you during this difficult time.

Sincerely,  
Your Systel Family