



Dear Customers and Partners,

In the midst of the current Coronavirus (Covid-19) outbreak, we here at CWS believe that it is imperative to communicate with you our preparedness and availability during this difficult time. CWS is focusing on three main issues to assist in overcoming any doubts throughout this international pandemic:

1. Security of our staff, clients, and partners.
2. Stability of our services.
3. Remaining a trusted advisor in your efforts to maintaining business continuity.

The health and security of our clients, partners and staff are our priority above anything else. As a technological company focused in SaaS, this has always been an important factor in the way we think and do business, which is why we are here to assist.

CWS acknowledges the important role of business continuity management and disaster recovery during these unprecedented circumstances and has set up procedures, capital, and strategies to guarantee the accessibility of CWS business operations and services to clients and partners in case of any crisis or other interruptions.

These procedures guarantee data redundancy and include robust backup and recovery processes. We are aware that uninterrupted communication with your business partners such as CWS is imperative to your success. For this reason, we have established the infrastructure, policies, and processes to give employees an opportunity to seamlessly work from home as necessary.

The following are a few examples:

- Our SaaS resolutions (Recordia and eComFax) are backed by the world's number one cloud supplier, AWS, and therefore have an effective risk mitigation strategy and guarantees continuous service delivery. Our SaaS solution are designed under a global architecture, with a secure remote working environment to ensure client access and for that reason, the use of CWS's SaaS are unaffected.
- Our employees and support staff are prepared with all resources to work from home without any interruption to workflow.
- CWS has always been able to meet the requests of its clients to carry out work remotely, as well as any consulting service that may be necessary.

We also want you to understand that the health and wellbeing of our staff is of great importance, for that reason we are encouraging our staff to prioritize their health by practicing proper hygiene standards and making well-informed decisions. Giving our staff, clients, and partners the required tools they need to keep themselves safe is of the utmost importance.

To sum up, CWS is undertaking all suitable precautions and safety measures to help ensure that the company operations run continuously and that we are ready to take appropriate action to clients' requests as they arise.

Please feel free to reach out to us at CWS with any inquiries or concerns you may have.

Sincerely,

Santiago Vañó Juliá
CEO
Cloud Worldwide Services