

An Open Letter to Our Customers and Partners from
MAD Security President Jeremy Conway

Our Unwavering Commitment to our Customers and Partners: COVID-19 Operations Update

Dear Customers and Partners:

For over 10 years you have been our primary concern at MAD Security. We have been here to keep you safe as you have used technology to grow your business, support your employees, and change the markets you serve.

In the face of COVID-19, which has now been declared a pandemic by the World Health Organization, our commitment to you has not changed.

As the situation with COVID-19 is extremely dynamic we will continue to make proactive decisions that are grounded in care for our customers, partners, and employees, based in transparency and science, while also doing our part to help stop the spread of the virus.

We know you depend on us, and I want you to know we are prepared with our own business continuity plans so that we can continue our commitment to be your essential cybersecurity partner in the digitally connected world. In accordance with this plan, we have assembled a small team to closely monitor and analyze the situation and react to COVID-19 developments. MAD Security adheres to the regulations and guidelines from government authorities related to containment. In doing so, we are managing our business to limit the impact on our customers, team members and stakeholders.

Over the last week, as Federal, State and Local Governments and communities have called for increased social distancing to help contain the virus, we have been evaluating our business operations daily and implementing operational adjustments. In implementing our business continuity plan and complying with these recommendations, MAD Security has reduced staffing at our security operations center to essential personnel only and migrated all our non-essential personnel to our secure remote access platform. This process was executed with no noticeable impact in our ability to deliver our security operation and managed security services to our customers and partners.



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In addition, the CDC and federal government has advised us to limit all non-essential travel and based on these recommendations, MAD Security has ceased all non-essential travel to customer worksites, trade shows, conferences, training, office visits, and company meetings. Our business continuity plan minimizes the impact of this operational change with dynamic and adaptive communication platforms including secure tele-working applications, meeting collaboration tools, and information sharing portals. We are in constant communication with our customers and partners that these travel restrictions have impacted and will continue to work with this group to ensure projects stay on schedule, on budget, and delivered with the exceptional quality you have grown to know from MAD Security.

As the situation continues to evolve, we will continue to adapt and lead through the lens of Our Mission and Values. We will continue coordinating with you to help ensure that you do not experience any disruption or impact with your service. Your safety and well-being, both online and offline, are our priority.

Thank you for your continued loyalty and support.

Sincerely,

Jeremy Conway
President
MAD Security