

MATRIX **NEW** WORLD

Engineering Progress

To Our Clients, Colleagues, and Families:

Matrix New World Engineering is working diligently to maintain business continuity during this challenging time, serving all our clients' needs while providing for the health, safety, and well-being of our employees, clients, and colleagues.

Prepared - Matrix continues to educate employees and raise awareness about COVID-19. We're taking steps to provide accurate, up-to-date, informed communications by staying connected to appropriate and reliable resources. Our Health and Safety staff are adapting our daily operational routines and cleaning protocols to meet high standards of preparedness.

Resilient - Matrix has been operating under continuous ownership for thirty years, and will continue to operate a safe, financially stable, and effective organization for our employees and clients. With a history of rising to meet unique challenges, Matrix has mobilized our expertise in response to events that range in scope from the 9/11 terrorist attacks to the deepwater horizon oil spill and Hurricane Maria. We thrive under difficult environmental and logistical circumstances.

Ready - Matrix is regularly reviewing and modifying our Business Continuity Program, and we are confident in our response to COVID-19. We have implemented our readiness plan to ensure our services and support remain functional during this event.

- All employees have been educated about proper hygiene and social distancing and our offices are being sanitized multiple times per day.
- All non-essential air and rail travel has been stopped. Travel considered essential must be pre-approved. As a result, our employee air and rail travel has been substantially reduced.
- We have restricted in-person meetings, opting instead for video and audio conferencing.
- Our experienced IT staff have ensured that all employees can and are working remotely and equipped with the necessary technology, including secure VPN and videoconferencing tools, to work and communicate with each other and you effectively.

Looking Ahead - Matrix is committed to providing the best level of service possible and will continue to do so as we are guided by the CDC, WHO, and other local authorities. We will ensure that our best efforts are put forth to support our clients throughout this event.

Matrix remains committed to our employees and clients. We have daily calls to monitor the operations and will adjust as needed. Thank you for your patience as we move through these uncertain times. Please do not hesitate to contact us with any questions or concerns. We wish the best for you and yours as we continue work through this difficult situation together.

Sincerely,
President Jayne Warne, PE