



March 19, 2020

TO: Our valued customers and clients

Dear Board,

As we all continue to adjust to the rapidly changing news around COVID-19, the health and safety of our employees, clients, and those in our broader community remain a priority. We are taking recommendations from public health officials about prudent steps to protect everyone, and **effective Monday, March 23rd, 2020, through to Monday April 6th, 2020 our offices will be closed and our property managers will be primarily working remotely.** We are implementing our business continuity plan to ensure our employees will remain safe while our clients continue to be well served.

What This Means For You

We anticipate that our delivery of property management services will continue to move forward without interruption. All employees have access to their electronic mail, telephone messaging systems, electronic files, and everything else needed for a seamless transition to our remote environment.

Site offices will also be closed and there will be no site inspections during this period. However, we will always be on standby and attend to any emergencies and answer calls; emails, etc. from board and from homeowners.

In addition, until further notice, all in-person board meetings and AGM's will be suspended. We are closely monitoring the ever-changing COVID-19 outbreak, and will continue to provide you with updates of our plans.

On behalf of the entire SPM team, we wish all to be safe, be well, and please do not hesitate to contact us with any questions.

Sincerely

Shiu Pong Management Limited

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