

Precautionary Measures in times of Corona – But we are still here for you!

In this time of uncertainty, we would like to take a moment to inform all of our clients, customers and partners about the precautionary measures that Pyramid Computer is taking in order to ensure that our employees are able to work in safe and healthy environments. While we are unwavering in our dedication to comply with all respective government health mandates to keep our employees safe, we are equally focused on continuing to provide top notch service and support to you via our German Headquarters, UK and US offices.

As you may know, the "Corona Virus" or Covid-19 is now present in North America in addition to Europe, which has caused us to make some short-term adjustments in daily operations. While we do not anticipate any noticeable interruptions in service or response times, we would like to provide some insight into certain precautions we are currently taking:

- The majority of our employees will be working from home, making sure that we maintain a policy of social distancing for all employees that do not need to be in the office. Due to this precaution, all telephones are being redirected appropriately so all of your contacts will be available with no changes to their information.
- Logistics, product management, technical service and production that require on-site personnel will work under strict shift operations, making sure that all operations are maintained with as little contact as possible.
- Suitable hygienic steps are being enforced, ensuring that all employees understand the importance of sanitary conditions and know to follow all imposed, hygienic guidelines.

All current extension numbers or email addresses will not be changed, and you will be directed to your usual contact people. If you are unable to reach an individual employee or they do not answer promptly, please use the following email list:

- Accounting: accounting@pyramid.de
- General inquiries: info@pyramid.de
- Partnerships: partnerships@pyramidamericas.com
- Professional Services: professional-services@pyramid.de
- Purchasing: purchasing@pyramid.de
- Sales (US): Sales@pyramidamericas.com
- Sales (Headquarters): Sales@pyramid.de
- Service & support: support@pyramid.de

We ask for your understanding in this confusing period and, while we do not anticipate any delays, it is possible that deferments in processing may occur.

During this difficult time, we wish you, your families and communities all the best for your health and safety.

Your Pyramid team