



## Client Update: COVID-19 Business Continuity

*March 20, 2020*

As all of us adjust to the current environment surrounding COVID-19 we want to ensure we keep our valued clients updated on how Archipelago is managing our staff, our business and our commitment to you during these uncertain times.

We have set our primary goal to keep our staff and their families safe and healthy and with that goal as our focus, we are adapting our business processes accordingly. We are proud to say that we already had a lot of protocols in place for dealing with a significant business interruption like COVID-19, but like so many businesses, the speed at which we have been forced to adjust has been challenging.

We have the majority of our staff working remotely and for those that are unable to, they are managing their health and safety by following protocols set out by our local health agencies. A large component of our business involves being in close contact on vessels or on the dock, so at times it can be difficult, but our staff are doing a great job to be flexible to all your needs and requirements while staying safe.

**At this time, it is business as usual for Archipelago with respect to supporting our clients with all their monitoring and reporting needs in the fisheries we support across the globe.**

We are proud to be an important part of the seafood supply chain in the markets we serve and will endeavor to deliver our services with minimal interruptions to ensure these food chains stay open and active during these challenging times. We are monitoring all aspects of our business constantly and making adjustments as needed to keep the doors open and support all of you and your businesses.

For any specific questions relating to the work we do for you or your members, continue to reach out directly to your contacts within Archipelago. Our head office phone line is still active and being answered during regular business hours and at (250) 383-4535. We have activated an email address that flows directly to our leadership team if you have immediate concerns or needs that require urgent attention. It is [cv19@archipelago.ca](mailto:cv19@archipelago.ca). Please utilize this channel if you have exhausted all other communication options.

We will continue to work with our local health agencies, our team members and our industry partners in the coming days to ensure we are able to provide services to all of you in a safe and healthy manner. If any changes occur, we will continue to update our website, social media and all members of our leadership team so you can get up to date information and make informed decisions about your operations.

We look forward to working together to push through this crisis and are thankful to all our clients for putting their trust in Archipelago for all these years, especially during challenging times like today.

Stay safe and stay healthy.

Gord Snell  
President and CEO