

# IMAGE OF BEAUTY

Calgary Alberta March 16<sup>th</sup>, 2020

To all our Valued Customers and Friends

Like you, we are deeply concerned about the impacts on the health and wellbeing of our staff and customers from the novel coronavirus (COVID-19). To those of you who have already been impacted by the virus, we are thinking of you. We are continuously responding to the information from local and national health agencies and acting to minimize the risk to our company and customers, I wanted to personally reach out and share a few of the steps we've taken:

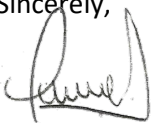
- As of Thursday March 12, all our offices in Red Deer, Calgary & Mexico are closed to the public until further notice.
- We have **expanded our remote working capabilities** for most of our employees and in our head office
- We have implemented further measurements of cleaning and disinfecting equipment that is used to provide our services and this is not limited to all electronic equipment, cameras, accessories and more, we are using hand sanitizers to constantly keep a clean and as risk free environment if possible.
- All our equipment while not in use is stored in a safe an isolated facility in Calgary and is sealed in wrapping packaging or equipment bags.
- We have developed strategies to support hourly and part time employees who are impacted by any closures and quarantines.
- We have implemented a **FLEXIBLE Policy** to reschedule your event (subject to availability) to minimize the impact on your end.
- We are implementing a **LIVE VIDEO STREAM** Service of your event if your event is scaled down or some of your guest are unable to attend (\*conditions apply)

Our Business continues to serve you as usual and we are adapting ourselves to these new circumstances, therefore we have ceased all face to face meetings until further notice and instead we encourage you to reach us by other means. Should you wish to speak to us directly please call (403)396-6622 and WhatsApp video calling as well at (587)805-3022.

Our Phone lines and emails remain open for you and on behalf of all of us at IOB we thank you for taking the time to read this email.

Please be safe, follow all precautions that limit the spread of COVID-19 and we look forward to hearing from you.

Sincerely,



George Alonso Q.

Owner

