



VocaLinks Inc. Policy Regarding Technology Training and COVID-19

July 9, 2020

During these unprecedented times, VocaLinks is firmly focussed on the health and safety of our staff and our clients.

Although many organizations are accustomed to having our instructors work onsite in desk-side training sessions, we are very concerned that our staff may become vectors for the transmission of COVID-19 as we work with multiple customers at multiple sites each week.

To minimize this risk, VocaLinks instructors will be focusing our efforts on delivering training and coaching remotely using remote screensharing and technical support tools such as GoToMeeting and GoToAssist.

We recognize that some organizations do not permit external vendors to access their networks remotely, but we have found that many corporate and government clients are willing to accommodate this approach through the use of the organization's own conferencing tools. For our part, VocaLinks is willing to ensure that our instructors meet and adhere to each customer's security clearance requirements.

In the event that you have training needs that cannot be accommodated via screensharing tools, we are happy to discuss each situation with a view to developing a workable, safe training strategy. Please contact Phil Huffman, Vice President Technology and Training Services to review your requirements. Phil can be reached by phone at 647-725-1082 or by email at phil@vocalinks.com.

Stay safe!

The VocaLinks Team