

## Information Security / Clean Desk “Work at Home”

### Employee Attestation

Complete trust and integrity sit at the heart of everything we stand for here at Sutherland. It is unprecedented situations like the one we find ourselves in now, with the COVID-19 outbreak, that reinforce the importance of trust as we work together to maintain the integrity of our business. Each one of us plays a vital role in ensuring that we continue to foster an environment where our Values and Winning Behaviors are evident in all that we do.

In order to prevent the spread of COVID-19 through community transmission, you will begin to Work at Home on behalf of Sutherland and our clients. Please read and confirm your commitment to work in a safe and secure environment:

- As committed in the Non-Disclosure Agreement, I will hold in strictest confidence, and will not misuse or disclose to any unauthorized person, any Confidential Information belonging to our clients, end customers, or our company.
- I will collect ONLY the information that is required to provide the necessary service or support as defined by the process, always respecting individual rights to data privacy.
- I will enter the required information directly into the system and in the field(s) as defined by the process and not store, write, or copy customer information anywhere else.
- I will not use unsecured public WIFI and will work only through a secure connection via Sutherland’s or the client’s VPN or a Secure Wi-Fi / LAN Connection (where applicable), whether I use a Sutherland, or a client issued laptop / desktop or a personal computer.
- I will not print, download or save company information on my personal computer or external storage devices.
- I will ensure that my work area is secure, and my monitor is set up in such a way that it is not visible to anyone other than myself.
- I will not share business information with anyone who does not have a legitimate business need to know.
- I will not misuse benefits that are meant as a privilege to the customers such as promo codes, vouchers, or coupons, for personal gain.
- I will use company provided email, access to company or client systems, data, and other corporate resources for business purposes ONLY.
- I will not send company information outside the Sutherland or client network, including my personal email account.
- I will lock my computer when stepping away (including lunch / breaks) and turnoff the computer and monitor(s) during non-working hours.

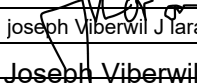


- I will never leave company information unattended and I will not browse non-business-related information on the computer (whether company provided or my personal computer) that I am using to support our clients.
- I will not use personal electronics such as cell phones, smart watches, personal computers or laptops, tablets, etc. that are capable of capturing, storing or communicating company, customer and/or client-related information. These devices will be stored outside of my work area to protect our clients' confidential information and to prevent unauthorized disclosure.
- I will not click on pop-ups, links, or attachments that look suspicious or that come from an unknown sender.
- I will not let friends or family use the computer that I am using to support our customers.

I understand that the work from home arrangement is temporary and will be discontinued by the company should the threat of the COVID-19 virus dissipate, or if I:

- Fail to demonstrate the attitude and work ethics needed to be productive and successful in a remote work environment;
- Fail to consistently provide adequate internet connectivity and / or a noise-free environment resulting to repeated disruptions;
- Fail to comply with any of the provision of Sutherland's Remote Work Policy, Information Security and Data Protection Policy and other relevant policies; or
- Should my performance deteriorate or fall below acceptable levels.

I also understand that any violation of this agreement or aforementioned company policies will result in consequences, up to and including termination.

<b>Click here to sign digitally:</b>	 joseph viberwil j lara
<b>Name:</b>	Joseph Viberwil J Lara
<b>Sutherland Employee ID:</b>	389192
<b>Today's Date:</b>	4/1/2020