



**CONCORDANCE**<sup>®</sup>  
HEALTHCARE SOLUTIONS

March 13, 2020

Dear Concordance Team:

In addition to my communication earlier this week on the best protocol to protect yourself from the COVID-19 virus, I would like to share with you what we are doing to ensure the health and safety of you, our employees, during the COVID-19 outbreak.

- Rigorous cleaning protocols have been implemented in all common areas.
- Daily huddles with the management team have been established to understand any employee impacts and to develop and implement contingency plans.
- If you have a compromised immune system, please work with your immediate supervisor to understand the options available to you.
- Any employee who has a member of their immediate family exhibiting respiratory illness should stay home until it is determine if their family member tests positive for COVID-19.
- Any employee who reports to work and is exhibiting signs of illness will be sent home by a manger.
  - This absence from work will be considered excused.
- We have suggested to the sales team to limit customer visits.
- Travel is being limited to critical meetings only.
- The Contribute Meeting has been cancelled.
- We have NO EMPLOYEE CONFIRMED CASES; IF we have a confirmed case, we will alert employees at the division, but we will not name the employee and contingency plans will be put into place.
- This is an especially important time to take care of yourself, both physically and emotionally. If needed, seek guidance from your physician, local health department. Telehealth options are also available through Anthem's mobile app SYDNEY.  
Additionally, all employees have access to the Employee Assistance Program (EAP) resources that provide 24/7 support. Mutual of Omaha's EAP may be reached at 800-316-2796 or [mutualofomaha.com/eap](http://mutualofomaha.com/eap).

As you are aware, many personal protection items are on allocation from our suppliers. Please do not order any products at this time, so that we can ensure the healthcare workers have access to the appropriate supplies needed to keep them and the patients they serve safe.

We recognize that this is a unique situation; we appreciate your flexibility and support during this unprecedented time. We are monitoring the situation closely and will provide ongoing updates.

All the Best, stay safe, wash your hands.

Lisa