

A Message from Todd, Office1's CEO:

In light of this worldwide crisis, our hearts go out to the people and families that this virus has impacted as well as the courageous people caring for those affected. We are all in this together, and together we will get through it! In the midst of this pandemic, keeping your work family and our employees safe and productive throughout this time is our number one goal. Our team of experts remain laser-focused on that goal and our relentless commitment to your success is stronger than ever. Our company was founded on trust, customer success, innovation, and equality. Our values are unwavering and continue to guide everything we do.

We understand that no business is impervious to the coming changes, and many will be forced to work remotely for the first time. As business operations change and become more remote, we're here to help your company evolve. Throughout the crisis, we're fully equipped & staffed to take care of your support needs and to ensure that your company is operating at its fullest. From a complete disaster recovery plan to providing assistance to enable your employees to work remotely, Office1 is here for you.

Office1 Crisis Response Team

Office1 has assembled a dedicated crisis response team with a detailed response plan and our service & management procedures are already in place to reduce potential healthcare risks and to ensure your operations continue to be optimized.

Our crisis response team includes our remote help desk team who will troubleshoot the problem remotely in real-time. If a problem occurs where a technician is needed on-site, you can rest assured that we are taking every precaution to avoid any risk to your clients or employees.

Here are some steps Office1 Crisis Response Team has taken to address the risk of COVID-19:

- We've established a COVID-19 Task Force that meets daily to evaluate our efforts and to maintain our focus on virus prevention and the well-being of our associates. We're working to ensure the concerns of associates related to COVID-19 are addressed and that their questions are answered.
- Employees are encouraged to stay home if they do not feel well or believe they may have been exposed to any contagious illness.
- Escalated environmental cleanings are scheduled throughout all our offices
- Service techs are fully cleaning down all equipment after every servicing
- Office1 employees are following the recommended respiratory etiquette and hand hygiene practices laid out by the CDC
- Our service techs are maintaining CDC social interaction recommendations outside of service calls.
- There will be no non-essential travel for employees

We are increasing our warehouse inventory to ensure continued fulfillment on demand and to minimize the impact to our customers. We are managing our supply chain and making every effort to understand and offset the potential impact of production and delivery delays.

If your city is in "Shelter-in-Place", Office1 classifies as an essential business. Rest assured, our remote help desk is ready to work through problems in real time, if determined, we will dispatch a technician to your location.

If you have any additional questions or concerns, feel free to contact us at support@office1.com or by calling (844) 343-0722.

Visit <https://www.office1.com/coronavirus-resources> for more information.