



taking technology further

March 30, 2020

Dear Marco Client,

The topic of the COVID-19 “Corona Virus” is currently headlining most news articles, reports, and websites. I wanted to take a moment and provide a note on the topic and the steps we’re taking as a company. We continue to monitor this matter daily as it rapidly evolves.

Marco has established a COVID-19 Response Team to proactively monitor and lead our responses as the situation evolves. We refer most often to the Centers for Disease Control and Prevention (CDC) to provide factual information of the current state (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>). We have formed leadership teams focused on our *People and Places*, *Business Process and Supply Chain Management*, and our *Clients and Programs*. Marco has and is following our Pandemic Policy and procedures.

Minimizing risks of exposure is a critical success factor for Marco. On March 16, Marco directed employees capable of working remotely to work from home through March 27. On March 26, Marco extended work from home to April 10 across the company. We are monitoring events daily and will change or extend this date appropriately bearing in mind some regions have different restrictions than others. Marco offices will remain open to ensure supplies and services remain available. Our sales and support teams will adopt a *virtual first* meeting practice. A portion of our business requires a human element to ensure services are delivered and you continue to operate – these services will continue during these dynamic times with our top priority being critical infrastructure services. Our robust support capabilities are geographically diverse enabling us to move support capabilities to different regions as we adapt to changes in requirements.

We are following industry guidelines in compliance with CDC and OSHA standards with an emphasis of minimizing further risk to our Clients, employees, and business partners. Guidance includes use of appropriate personal protective equipment (PPE), hand washing, social distancing, and other protective measures. Employees are updated as new guidance becomes available. Employees have been directed to not report to work and notify Human Resources if they exhibit any symptoms of the virus. We have implemented precautionary dispatch procedures prior to client visits that ensure critical infrastructure environment protections are understood and followed (i.e. health care facilities). Exposure protocols exist in the event of environment contact with a known or suspected virus. In such event, Marco will work with appropriate health officials to ensure appropriate response measures are taken.

Marco utilizes a robust supply chain with multiple geographically separated national providers. We commonly source equipment based on availability for a variety of distributors to fulfill orders. We use a documented process to monitor manufacturer and distributor response to COVID-19 and are adjusting purchasing procedures as needed. This has and will continue to cause minor disturbances in order fulfillment regarding certain hardware orders. It is important to note that Marco does not directly manufacture any hardware devices and therefore we do not directly control any availability of product.



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Marco does have a fully documented *and tested* Business Continuity Plan (BCP). Our plans are based on proven industry standards including NIST and SANS. BCP testing is a critical component of business continuity and includes communication procedures and work continuance plans which are critical functions in our Pandemic Policy. If we can be of any assistance to you and your company or you have any questions, please let us know.

Lastly, we have received several questions around our ability to support Critical Infrastructure or Essential Services. Marco is designated as Critical Infrastructure under *Cybersecurity and Infrastructure Security Agency* (CISA) guidelines and understand many of you are also. We will continue to provide services, where able, throughout the duration of this global event. We have and will continue to make our procedures available to upon request. Please continue to send your company requests, updates and information requests through your Technology Advisor or primary point of contact.

Thank you,

A handwritten signature in black ink, appearing to read "Mike Burgard", is written above the printed name.

Mike Burgard
Chief Information Security Officer