



March 16, 2020

To our Clients and Partners,

As we continue to feel the impact of the Coronavirus across our communities, I wanted to personally update you on the steps Mediant has taken to deliver on our client commitments, while ensuring the well-being of our employees, clients and partners.

We have activated our Pandemic Response Task Force comprised of senior managers from each department to monitor the evolving situation and identify, escalate and communicate any issues that may arise. In addition, our robust business continuity plans are designed to ensure comprehensive actions are triggered in response to the coronavirus or other disruptive event.

We have asked employees to work remotely where possible. This scenario has been thoroughly tested as part of our business continuity plans and we have equipped our teams with the tools they need to sustain the high-level of customer service we are known for in the industry. For those employees located in our offices, precautionary measures have been put into place to keep the facilities clean and sanitized to reduce the risk of infection.

We want to assure you that we continue to monitor this situation and are taking thoughtful actions to ensure we continue to deliver our services without disruption. Our goal is to provide transparency throughout this situation and we will continue to communicate with you as the situation evolves.

Sherry Moreland
President & COO
Mediant