



Update on COVID-19 Business Continuity Plan

1. Our #1 priority is the health and welfare of our employees and customers. In support of this, we have restricted travel throughout the company for the near term and will seek to conduct web conference or virtual meetings wherever appropriate. We are monitoring the CDC, state and local health updates across all our offices and employees and will act accordingly within guidelines. As a general policy, we will follow the most conservative guidelines available from leading authorities.
2. We have communicated frequently with our employees and will respond accordingly to support any affected employees per health guidance.
3. We have set up a cross-functional leadership team on our response that has been meeting daily to discuss the evolving situation. We are monitoring all aspects of this situation and have taken several actions to ensure our ability to continue operations.
4. We have all the tools, hardware, and capabilities across the company to enact a work-from-home policy and began planning for this several weeks ago. Our work is primarily conducted via computers and internet access and does not require physical office presence. As a result, we do not expect significant disruptions to our ability to conduct our work if we need to enact a work from home policy. In the past several days we have been testing our work-from-home capacity and feel confident in our ability to continue operations in the event we need to work remotely. We have the capability and capacity to support 100% of the company on a work-from-home policy if need be.
5. We have assessed any critical vendors that support our operations and feel confident in their ability to continue to support us.
6. We will look to individual county- or city-level guidance for restrictions on gatherings and act accordingly, but we are fortunate to have a distributed workforce and do not have more than ~30 individuals in any given office.
7. We are well capitalized, have plenty of liquidity to continue to operate in this environment, and feel confident about the markets which we support and their continued ability to function.
8. We use premier cloud providers for our internal and customer hosting operations (Microsoft and Century Link). All of these services are accessed remotely and were set up with multiple levels of redundancy and adequate spare capacity. We do not expect any issues with these operations.

Scott Poitevent
Scott Poitevent, CFO