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**Internal  
Communication  
March 10, 2020**

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**From:** From Your Chief Human Capital Officer  
**Sent:** Tuesday, March 10, 2020 3:56 PM  
**To:** DL Pomeroy North America  
**Subject:** Message on Coronavirus

**To All Pomeroy Employees**

Pomeroy is committed to the health and safety of our employees and our clients. And, I want to assure you we are doing everything possible to safeguard your wellbeing and that of your family as we also work to mitigate any business impact this situation may have.

The most important job we have in times like these is to communicate timely and pertinent information to our employees. That said, I want you to know about the following resources we have put in place, so you have the most important, up-to-date information to better enable you to take care of yourself, your fellow employees and our clients. Our people are top priority.

We continue to closely monitor the COVID-19 (the coronavirus) situation both stateside and abroad. Current developments require us to make several important adjustments in our workplace environments and in how we work with each other and our customers.

**Please read the following information thoroughly and address any questions or concerns to our newly created Coronavirus Response Team or your Human Resources Business Partner.**

**Coronavirus Response Team:** We are implementing a cross-functional Coronavirus Response Team to help us effectively navigate the various aspects of this virus and minimize the business impact to the greatest extent possible.

The response team will:

1. Track any Pomeroy team member, customers, or partner reports of positive testing, possible, or confirmed exposure to the COVID-19 virus.
2. Collect all customer and partner communications regarding the virus, their plans, guidelines, and any specific instructions to Pomeroy.
3. Review and escalate any issues impacting or guidance received from customers regarding changes to Pomeroy services, or sales, of any type.
4. Closely monitor recommendations from the Centers for Disease Control (CDC) and the World Health Organization (WHO), state and county health departments.
5. Provide access to relevant information from trusted sources including: <https://www.cdc.gov/> and <https://www.who.int/>
6. Make recommendations to the executive leadership team on additional measures to be taken.

**Please note that the response team is a business team and is not made up of medical professionals, therefore are not qualified to provide medical advice.** Coronavirus Response Team email is: [dlusresponseteam@pomeroy.com](mailto:dlusresponseteam@pomeroy.com) Please save this email distribution list and add it on all communications regarding Coronavirus.

**Coronavirus Response Team Members:**

Bob Watts	Executive Sponsor & Administrator
Dave Strasinger	Project Management
Roy Dilillo	Supply Chain
Susan Kortz & Dennis Hinkel	Services

Colin Henry	Sales & Partners
Leila McAlhany	Plans & Procedures
Heather Secrist-Kitzerow	Legal & Facilities
Bill Beamish	Human Resources
Bobby Shewmaker	Finance

**Medical Advice and Support:** Anthem is setting up an informational blog for all employees who are concerned about the coronavirus; This blog will provide updates on the virus as they become available:

<https://www.anthem.com/blog/member-news/worried-about-the-coronavirus/>

Employees with questions not addressed by the blog can contact the Nurseline 24/7 at 800-337-4770.

**Anthem LiveHealth Online:** This is a telemedicine service. The CDC and WHO recommend that if you have a telemedicine alternative available to use it instead of your doctor's office, urgent care or the ER. Anthem's telemedicine service is called LiveHealth Online and it's available 24/7. **LIVEHEALTH ONLINE IS AVAILABLE TO ALL EMPLOYEES.** You do not have to be on Pomeroy's insurance plan to use this service. More information on LiveHealth Online can be found in the Employee Benefits Guide the [Employee Benefits Guide](#). Here are a few details you may find helpful now:

- The cost for LiveHealth Online is \$59 for HSA members, and \$50 for PPO members (specialist copay). The cost of any medication prescribed will be in addition to the telemedicine cost.
- We recommend Anthem members sign up with LiveHealth Online prior to calling and have your insurance card available. Attached are brochures with detailed instructions on how to sign up and answers to frequently asked questions.

**Employee Wellness:** Any employee who experiences even mild symptoms of the flu or a similar respiratory illness should stay home and seek medical attention immediately. As previously communicated, experts advise the best way to protect against coronavirus is to take the same everyday precautions against getting sick in general. These include:

- Washing your hands often with soap and water for at least 20 seconds
- Avoiding contact with your eyes, nose, and mouth with unwashed hands
- Covering your cough or sneeze with a tissue, then throwing the tissue in the trash or cough/sneeze into your elbow
- Avoiding close contact with people who are sick
- Staying home when you are sick
- Getting adequate sleep and eating well-balanced meals to ensure a healthy immune system
- Cleaning and disinfecting frequently touched objects and surfaces

**Company Travel:** We are restricting all travel, effective March 10<sup>th</sup>, except for pre-approved customer or business-critical meetings.

**US Locations & Global Service Centers:** Precautions have been implemented at all our locations including increased cleaning and sanitizing protocols. A series of consumer posters from the CDC also have been placed throughout Pomeroy locations as useful reminders regarding effective handwashing and the use of hand sanitizers.

This is certainly a challenging time for us all but I'm confident that we will get through this situation, and I firmly believe we will be a stronger company as a result because we worked through this together.

Again, if you have any questions or concerns please contact our Coronavirus Response Team or Human Resources. We will continue to update you on an ongoing basis as developments warrant.

Warmest regards.

Felicia

Felicia Kohlenberger | Chief Human Capital Officer

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E. [Felicia.Kohlenberger@Pomeroy.com](mailto:Felicia.Kohlenberger@Pomeroy.com)