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**Partner
Communication
March 11, 2020**



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To Our Customers and Partner Teams,

Pomeroy's commitment to the safety and health of our employees, customers, and partners is our top priority as we proactively respond to the current COVID-19 pandemic. We understand the critical nature of the services we provide to you and are keenly aware that those services and the availability of our team members are essential for your continued successful operations.

Since January, we have monitored the global virus and have taken immediate steps to ensure our continued operations. We have established the Pomeroy Coronavirus Response Team. The role of the team is to coordinate information, actions, and communications across our organization, in support of the Pomeroy team and all of you. As we continue to monitor the COVID-19 response both stateside and abroad, we offer this insight about some of our current actions.

We continue to conduct business from our service centers, corporate offices, client and partner sites consistent with all guidance and practices from you, our customers and partners. We are deeply focused on testing our contingency and mitigation plans for possible next steps, including delivering services with our employees working remotely.

Our employees are receiving timely information and support. This includes communications, links to resources and our full management team's attention to all personnel needs. In partnership with our healthcare provider, medical advice and support information is available through LiveHealth online services. Employee health and wellness best-practices have been distributed company wide. Within our facilities, we have increased our cleaning and sanitizing protocols, including all call centers. We are consistently reinforcing the message to our employees, who may find themselves experiencing even mild symptoms consistent with COVID-19 or the flu, to stay home and seek immediate medical attention.

We are encouraging our team members to continue all business services, activities and meetings at normal pace using virtual technology to the greatest extent possible. That said, however, as a precaution and effective today we are requiring pre-approval for customer, partner, and business-critical meetings that require employee air travel.

We are closely monitoring recommendations from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), state and other health departments for updates, resources and information. Importantly, we encourage each of you to communicate your organization's plans, policies, guidance, and updates directly with your Pomeroy contacts.

In anticipation of additional public announcements, governmental policy updates, and other considerations, we are requesting your full support and accelerated approvals in the event that we need to process additional support personnel credentials and access to specific systems, as part of our service continuity response plans. We will work directly with you on your specific needs.

As we all work through the COVID-19 pandemic, we are grateful for your partnership and collaboration. Pomeroy remains steadfast in our commitment to the health and safety of our employees and our dedicated services to our customers and partners.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Froman", is written over a light blue horizontal line.

Chris Froman
President and CEO