



Client Communication Memo

To: All Välentz Customers, Business Partners and Associates
From: Rob Gelb, CEO
CC: Välentz C-19 Task Force
Date: Wednesday, March 11, 2020
Subject: COVID-19 plan to protect employees, partners, customers and their families

All Välentz Customers, Business Partners and Associates,

Last week the Välentz executive team formed an internal task force to monitor and assess the risks of the Coronavirus to our team members. This task force consists of key leadership within Välentz to include our COO, CFO, multiple IT executive leaders, Client Services leadership, Clinical leadership and myself. At that time, we advised our internal team, we would be monitoring the situation and if prudent, take actions regarding travel that would be in the best interests of our employees' safety and well-being.

On Monday, the task force team met and based on several sources of available current information including guidance published by the Centers for Disease Control (CDC) we placed an immediate moratorium on travel for all employees through May 1st.

Our decision has forced us to recast scheduled business and client meetings and not attend committed corporate events – however, we agreed as a team that precautionary measures cannot be overdone at this time, and we will never regret being cautious in the best interest of our employees, our customers, our business partners and all of their families and loved ones.

As such we have implemented the following actions:

- ALL travel (essential and non-essential) has been suspended until May 1, 2020 for all employees
- Employees will not attend business events or conferences where there are group gatherings
- Anti-bacterial hand cleanser has been distributed to all employees and we have asked that they remain vigilant in maintaining good hand washing hygiene and social distancing where possible
- We have made additional sanitizing products available in every office to allow for routine cleaning of counter-tops and surfaces
- Receptionists at each of our locations will require visitors to complete a simple questionnaire asking whether they have traveled to a coronavirus recognized “hot spot” recently. Anyone noting that they have, will not be allowed to enter the building further

Our task force will continue to meet on a regular cadence and our plan is to re-evaluate these measures on May 1st, unless the situation suggests they be reviewed sooner. While we believe the risk to Välentz team members, customers and business partners remains low, we take our responsibility to protect everyone very seriously.

We continue to recommend that everyone stay abreast of updates with their local and state health department websites and monitor the recommendations of the CDC to protect yourself and stay current on the outbreak: <https://www.cdc.gov/coronavirus/2019-ncov/summary.html>.

As an organization committed to health and wellness of our employees, our customers and the members we serve, we will continue to provide updates as this event evolves. Thank you for your partnership and understanding as we navigate through this worldwide evolving situation.

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.