



## **An Important Message Concerning Solix' Operations & the COVID-19 Emergency**

Solix' highest priorities are the health and safety of our workforce and the ongoing integrity of our systems, infrastructure, and processes that will allow us to continue serving our clients and functioning effectively in the midst of the COVID-19 crisis. Accordingly, we have taken a rigorous approach to addressing the well-being and reliability of all facets of our business.

We are promptly sharing with all of our employees the information being provided by legitimate sources including the CDC, the NIH and our healthcare providers; including an evolving understanding of how the virus spreads and appropriate protective measures. In addition to daily cleaning services, Solix has equipped our offices with items including hand sanitizers, wet wipes and nose tissues. We have also distributed a list of best practices and reminders that should be observed every day such as regularly and thoroughly washing hands and properly maintaining an individual work area.

Solix has expanded its established Business Continuity plans to include specific procedures and action steps to protect our team and to maintain operations including the physical spacing of our workforce, telecommuting, and expanded cross-training to allow for substitute account support as needed. On the technology front, we have tested and are ready to activate alternative work scenarios where, if necessary, groups or locations can work remotely while maintaining a secure operating environment and uncompromised access to our network and data.

We will continue to actively monitor developments related to COVID-19, and to share and adhere to guidance issued by federal agencies and healthcare professionals. We remain focused on implementing all appropriate measures that will protect our teams and maintain the integrity of our client operations.

We know that this will be a fluid situation that presents challenges for all of our clients and partners. As we all continue to adjust to the situation, your Solix team will remain committed to supporting your business needs. If changes are being implemented within your work teams or locations that could affect our processes, communications, or deadlines, please keep us informed of any special needs or updates to contact information so we can continue to fully support your ongoing needs.