



March 30, 2020

We want to provide you with an update on the implementation of measures under our Business Continuity Plan (“BCP”) in reaction to the continuing spread of COVID-19. First, we are grateful that to date none of our team members have been directly impacted by the virus and we hope that the same is true of your teams, families and friends. Second, in order to help protect the health and safety of our team as well as to contribute to the containment of the virus, we have taken the following actions:

**Increased Monitoring** – Data on the spread of the virus and guidance from health authorities is evolving rapidly. We are reviewing guidance from the World Health Organization (“WHO”), the Centers for Disease Control (“CDC”), Federal, State and local health departments daily.

**Business Continuity Testing** – Our BCP is designed to address any type of emergency situation or significant business disruption. Our goal is to maintain our business operations and continue to support our business partners. We are prepared, if necessary, to provide services in a long-term remote environment. We test and review our BCP annually, and have implemented certain aspects of our BCP over the past two weeks.

**Remote Work** – In an effort to minimize the potential of our team members being exposed to the virus, we have implemented work from home for all team members. In order to ensure that physical mail is handled in a timely manner, we are maintaining a small rotation into our offices.

**Proactive Engagement** – We are in regular contact with critical third-party vendors and business partners and believe that they continue to be positioned to continue to provide their services. Of course, we will continue to engage with our vendors on a regular basis.

**Travel** – We have suspended all business travel.

**Social Distancing** – We have encouraged our team members to practice social distancing as recommended by public health officials. In addition, we have asked team members to follow guidance from their healthcare providers if they (or anyone in their household) (i) feels unwell, (ii) are concerned that they may have been exposed to the coronavirus, or (iii) believe that they may have been in contact with and/or in the general vicinity of a area of an identified coronavirus patient. Again, it is important to note that we do not have a confirmed or suspected case of the virus among our team members.

We continue to put our team members and clients first. We appreciate the trust you have placed in us as your business partner, and continue to strive to deliver on our commitments to you. We are fully functional and positioned to continue to provide the services you have come to expect from us.

We will continue to provide you with updates as the situation evolves.

Thank you for your continued trust in W.E. Donoghue & Co., LLC.