



March 12, 2020

Subject: Notification From ConServe's President, Richard N. Klein

To Our Clients, Vendors and Community Partners:

These are unprecedented times, and with the continued development of COVID-19, we believe that open and direct communication is the best way to ensure that the health and well-being of our employees, our Clients, our Vendors, and our community, remains at the forefront of our collective efforts.

ConServe is continuously and actively monitoring the Monroe County Health Department, Erie County Health Department, the NYS Department of Health, and the Center for Disease Control and Prevention (CDC) websites to ensure we have the latest information so that we can assess the status of the COVID-19 situation in conjunction with our Pandemic Response and Business Continuity policies and procedures.

On March 11, 2020 the World Health Organization announced that COVID-19 is now categorized as a pandemic. As efforts begin to shift from containment to mitigation, ConServe is taking extraordinary measures consistent with the guidance provided by the CDC to ensure that all of our facilities are maintained daily and that employees are educated and trained in the following areas:

Keeping Our Work Place Safe

Good Hygiene

- Eliminate handshaking – utilizing non-contact methods of greeting
- Cleaning hands at the door and scheduling regular hand washing reminders by corporate email
- Creating habits and reminders to not touch their face and to cover coughs and sneezes
- Disinfect surfaces such as doorknobs, tables, desks, and handrails
- Increase ventilation by opening windows and adjusting air conditioning

Meetings & Travel

- Utilize teleconferencing and video conferencing for meetings when possible
- When not possible, hold meetings in open, well-ventilated spaces
- Adjust or postpone large meetings or gatherings
- Carefully assess the risks of business travel

Handling Food

- Limit food sharing events
- Strengthen health screening for food services staff
- Ensure cafeterias and break-rooms practice strict cleaning and hygiene

Employee Health

- Stay home if they are feeling sick
- Stay home if they have a sick family member in their home

Servicing Our Clients & Consumers

Client satisfaction is our top priority and we have Disaster Recovery and Business Continuity policies and procedures in place to ensure that we will meet and exceed the needs of our Clients.

ConServe has deployed a tremendous amount of technology designed to provide our Clients with 24 x 7 access via our ConServe Client Web Portal®. Additionally, we have the technology available and implemented to ensure that if an employee is unable to report to work, they are equipped to perform their duties remotely, whenever possible based on our Client agreements.

As ConServe has multiple, geographically dispersed operation centers, we are well positioned to redistribute work responsibilities and technical capabilities to ensure we remain in compliance with all existing service level commitments.

In the event all ConServe's operations centers become unavailable, we have agreements in place with a business continuity provider that allows for the provisioning of adequate mobile operations capacity within 48 hours of a declaration of an emergency.

Our Client Care Team is devoted to delivering unparalleled service and support through consistent and transparent communication. Whether you prefer to email your questions or speak with someone directly, our team is eager, ready and available to assist.

Toll Free Access: (800) 724-7500 (option 6)

Email: clientcare@conserve-arm.com

Web Portal: <https://clientportal.conserve-arm.com/ClientPortal/Account/Login.aspx>

Travel and Client/Vendor Meetings

As part of our efforts to assist in the mitigation of the spread of COVID-19, ConServe is postponing all non-essential business travel consistent with CDC recommendations and implementing other social distancing methodologies for the mutual benefit of all employees both at ConServe and our Clients and Vendor partners. We have significant capacity to conduct all business meetings electronically, via teleconference call or via video conference calling when available.

Our Mission

ConServe is dedicated to satisfying the needs of our Clients in a manner consistent with improving the human condition, and that will foster the development of long term mutually beneficial relationships with our Clients, our Employees, our Suppliers and Business Partners and the Community as a whole.

All of us at ConServe promise you that the safety of our employees and the employees of our Clients and Vendors, are our very top priority and we continue to monitor updates from the CDC as well as all local, state, and federal guidance related to COVID-19.

We will continue to provide updates as we all work together to provide the level of service that you have come to realize and expect from ConServe. We appreciate your business, your partnership, and your cooperation during these unprecedented times.

We appreciate you, and wish your team and your families the very best.

Sincerely,

Richard N. Klein
President