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**Employee
Communication
March 13, 2020**

From: COVID-19 Response Team
Sent: Friday, March 13, 2020 5:51 PM
To: COVID-19 Response Team
Subject: Coronavirus Response Team Update

As we have faced this unprecedented week, everyone has been bombarded with information and details regarding the COVID-19 pandemic. It's easy to get overwhelmed. As we adjust to the impact that COVID-19 is having on everyday life, we must stay focused and steadfast. Our cross-functional Coronavirus Response Team (CRT), along with our executive leadership team, continues to navigate the various aspects of the pandemic to minimize business impact. Always remember, **we are all in this together and what we do at Pomeroy truly matters!**

As the President has just declared a National Emergency, our commitment to the safety and health of every employee, customer, and partner is unwavering. We stay committed to delivering quality services to our clients as they navigate this pandemic. We are reminded daily how crucial Pomeroy services are to our customers' ongoing operations. There are many examples this week where the Pomeroy team has responded energetically to assist customers. We are exceedingly proud of everyone's commitment and support.

Our goal is to continue business operations to every client utilizing the breadth of our business continuity plans and procedures. At this time, we certainly acknowledge the COVID-19 responses, impacts and special circumstances arising for many members of our team. In order to navigate these changes, we are empowering the respective departmental Directors to understand, focus on all of the issues, and determine if a work from home option is suitable and feasible for their employees and if so coordinate the next steps. While this step will not be feasible for every team member based on their location, role, and type of work we want to offer this additional flexibility to ensure we can continue to deliver our quality services through this pandemic event.

As a reminder, precautions have been implemented at all our locations including increased cleaning and sanitizing protocols. A series of consumer posters from the CDC have been placed throughout Pomeroy locations as useful reminders regarding effective handwashing and the use of hand sanitizers. Experts advise the best way to protect against coronavirus is to remember the following recommendations:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid contact with your eyes, nose, and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throwing the tissue in the trash or cough/sneeze into your elbow
- Avoid close contact with people who are sick
- Stay home when you are sick and seek medical attention immediately*
- Get adequate sleep and eat well-balanced meals to ensure a healthy immune system
- Clean and disinfect frequently touched objects and surfaces

Our commitment to communicating and preparing for next-steps is paramount. We will closely monitor updates from the Centers for Disease Control (CDC) and World Health Organization (WHO), state and county health departments and revise and communicate our approach. As our clients' needs change we will adapt and continue to test and document various scenarios. We will evolve and modify those plans as dictated by client need and local/national guidance.

We are all in this together! Our goal is to stay ***committed*** to our employees and clients, stay ***aligned*** to our values and ***accountable*** to the success of our clients.

Please continue to utilize the DLUSResponseTeam@pomeroy.com email for any communications, questions or concerns regarding this pandemic.

*** Medical Advice and Support (US Employees):** Anthem is setting up an informational blog for all employees who are concerned about the coronavirus; This blog will provide updates on the virus as they become available: <https://www.anthem.com/blog/member-news/worried-about-the-coronavirus/>. Employees with questions not addressed by the blog can contact the Nurseline 24/7 at 800-337-4770. **Anthem LiveHealth Online:** This is a telemedicine service. The CDC and WHO recommend that if you have a telemedicine alternative available to use it instead of your doctor's office, urgent care or the ER. Anthem's telemedicine service is called LiveHealth Online and it's available 24/7. **LIVEHEALTH ONLINE IS AVAILABLE TO ALL US EMPLOYEES.** You do not have to be on Pomeroy's insurance plan to use this service. More information on LiveHealth Online can be found in the Employee Benefits Guide the [Employee Benefits Guide](#). The cost for LiveHealth Online is \$59 for HSA members, and \$50 for PPO members (specialist copay). The cost of any medication prescribed will be in addition to the telemedicine cost. We recommend Anthem members sign up with LiveHealth Online prior to calling and have your insurance card available.

