



Infectious Disease Outbreak Response

The spread of the COVID-19 virus is a global event with the potential to impact many aspects of our personal and professional lives. During this event, Advocate is taking steps to protect our employees, support our community, and provide for the continued service to our customers.

We are adjusting our policies and actions in alignment with guidance provided by authorities at the local, state, and national levels. As this is a rapidly evolving situation, we will continue to update this information as conditions change.

This document provides essential information about the steps we have taken to ensure the well-being of our employees and maintain business continuity.

Advocate has established an internal emergency response team to monitor events and take action as necessary.

- Monitoring local, state, national, and international health organizations and the Centers for Disease Control;
- Monitoring news from national and international sources;
- Advising employees about COVID-19 and steps each employee can take to minimize the risk of exposure, including;
 - resources for information
 - practicing healthy hygiene habits
 - practicing social distancing and avoiding crowds
- Advising employees to seek medical attention if symptoms are present and to remain at home until cleared to return to work;
- All employees will work from home for the foreseeable future;
- All meetings will be remote and encouraging the use of video conferencing;
- Restricting domestic travel to pre-approved destinations;
- Prohibiting international travel; and
- No longer accepting visitors at our offices.



Concerning critical infrastructure and business continuity, we utilize cloud-based applications to minimize the impact of corporate office inaccessibility and provide our employees with all necessary equipment to work remotely.

Our technology partners, service delivery, and operations teams continuously monitor our systems, networks, and infrastructure from diverse locations.

Advocate's leadership team continues to review, revise, and update our preparedness to ensure employee safety and business continuity.

For additional information, please see our **FAQs** section below.

Frequently Asked Questions (*FAQs*):

1. **Does Advocate have a Business Continuity Management Team?** Yes. Advocate's Business Continuity Management ("BCM") Team has been activated and is continually monitoring the coronavirus situation.
2. **Does Advocate have a Business Continuity Plan?** Yes. Advocate has activated its Business Continuity Plan ("BCP").
3. **Can Advocate serve its customers during quarantine at one of its office locations?** Yes. All Advocate employees can work remotely.
4. **Has Advocate restricted domestic and international travel?** Yes. Currently, international travel is prohibited, and domestic travel is on a pre-approved based.
5. **Will Advocate notify its employees, customers, and vendors if an event is triggered or if the coronavirus directly impacts Advocate's business?** Yes. Advocate will notify its employees, customers, and vendors if the coronavirus infects any of its employees.
6. **Is there someone to contact at Advocate if I have a question about Advocate's preparedness for the coronavirus outbreak?** Yes. Direct all communications to: Jeremie McGaw, VP, Managed Services, Jeremie.McGaw@AdvocateInsiders.com or Scott Fogle, CEO
7. **If we need to report an event or a disruption to Advocate, is there someone at Advocate that we can contact?** Yes. Please contact your primary point of contact at Advocate and copy Jeremie McGaw, VP, Managed Services, Jeremie.McGaw@AdvocateInsiders.com



This is a rapidly changing environment; we will continue to monitor and follow direction from government officials and provide updates from time to time.

Sincerely,

Scott Fogle

Scott Fogle

CEO AND CO-FOUNDER

Tim Wise

Tim Wise

CEO AND CO-FOUNDER

Disclaimer: This document is for informational purposes only. It forms no part of a contract. Nor is it a guarantee of performance or any outcome. Furthermore, this document:

- Provides basic information about our preparedness for the coronavirus outbreak;
- Reflects the current state of our understanding of the coronavirus outbreak; and
- Discloses that our plans and courses of action are evolving.