



March 13, 2020

To Our Valued Clients:

As we all know at this point, COVID-19 Coronavirus has presented us all with new challenges in our companies. We have seen many extremes in the retail environment and felt it was important to update you on our Action Plans in response to this pandemic and our responsibilities:

- It is business as usual for the most part for our Reps executing for your products and in your stores. We are educating the Reps on all appropriate measures according to CDC recommendations.
- We are in regular communication with Reps, Management and Office teams on preventative measures to help mitigate risk.
- We have created a Coronavirus task force to monitor changes and provide additional guidance on a regular basis; including identifying and sharing best practices across our global team.
- Should we need to close our office for a period of time - we have a thorough plan in place to ensure no lapse in communication or systems. We can and will continue to operate business as usual manner from remote and home locations.
- All employee travel to meetings is being monitored and will be making responsible decisions on having live vs. video conferencing whenever appropriate.

We are committed to keeping an open and transparent dialog with you every step of the way. There is no way to predict where this is going, or how long it will last – but please trust that we will continue to operate with your and our staff's best interests at the forefront of everything we do.

Respectfully,

The Resource Plus Management Team