

## Pencom Business Continuity Amid Coronavirus

While the Covid-19 (Coronavirus) story continues to develop, we want to assure our customers and employees that Pencom is taking the necessary steps to continue business operations and meet customer needs while simultaneously protecting the safety and health of our employees.

Whereas, it is our goal to continue to provide excellent customer experience and high service levels to our customers, we are evaluating how we can do this if circumstances prevent us from coming to the office. We will continue evaluating & testing Pencom's business continuity capabilities (critical operations) with a goal of effectively conducting critical business functions in the event that some employees are not able to come to Pencom's work locations.

Emergency preparedness is a concern of Pencom's, therefore we are taking action to protect our customers and employees. We have a non-published, multi-phase plan, which will allow us to be flexible in preparing for multiple outcomes related to Covid-19.

Take steps to protect yourself:

- Clean your hands often
  - Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
  - **Avoid touching your eyes, nose and mouth** with unwashed hands.
  
- Avoid close contact
  - **Avoid close contact** with people who are sick
  - Put **distance between yourself and other people** if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

For the latest coronavirus developments, we encourage you visit the website of your local Department Public Health Services.

Best Regards,

PENCOM  
Chris Buettner  
Chief Operations Officer