



March 13, 2020

To our valued customers, partners and vendors:

LaborChart is closely monitoring the situation with COVID-19 (coronavirus) and how it may impact our, and subsequently your, business. Our main priority is your safety and the safety of our employees and associates.

LaborChart is committed to providing seamless and trustworthy services to each and every one of our customers. We know that our customers rely on us staying up and running, so they can too—and we wanted to share what we're doing to ensure your business keeps operating without any disruption. Even in these uncertain circumstances, our team remains fully engaged and operations are unaffected. We don't currently anticipate any changes to SLAs, uptime, and our ability to fully support our customers.

Canceled & Minimized Travel

LaborChart has canceled all business travel. We have also encouraged our employees to minimize personal travel and implemented disclosure and self-quarantine policies.

Closed Office Visitation

As of March 12, LaborChart closed our offices to all non-essential visitors and guests with the goal of limiting person-to-person exposure. We are relying on technology such as Zoom and Slack to conduct meetings, hold demos, and maintain collaboration across our remote teams and partners.

Work from Home

On Friday, March 13, LaborChart announced a mandatory, company-wide, work from home program as we continue to evaluate and monitor the situation.

Increased Readiness

Our team is constantly monitoring information provided by the CDC and World Health Organization to actively assess the threat to our employees and customers. We stand ready to move to longer-term work-from-home operations in order to minimize community spread and continue business as usual.

Continued technological best practices

LaborChart's infrastructure is built on some of the most secure and stable platforms available. Our systems are administered by experienced and fully empowered operators, and are monitored around the clock by best-in-class software monitoring tools to notify our operations team of any anomalous behavior. Our internal incident report and response process is well documented.

We are here for you and ready to continue serving you and your business. If you have any concerns around your specific project(s), please reach out to your dedicated LaborChart sales or customer success professional.

We will continue to collect information with respect to best practices in order to assure the health and safety of all our customers, partners, employees, associates and their families. We will keep you posted if anything changes to our business situation.

Sincerely,

Ben Schultz
CEO