

Kenneth Doherty

From: CBORD <cbordinfo@cbord.com>
Sent: Tuesday, March 10, 2020 1:00 PM
To: Kenneth Doherty
Subject: Coronavirus (COVID-19) Update

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Dear CUSTOMER,

There is no higher priority to us than the well-being of our customers and our employees. As such, we are very closely monitoring the Coronavirus (COVID-19) situation and leveraging all information available to us, including the [Centers for Disease Control](#) (CDC) and [World Health Organization](#) (WHO) website resources.

We understand some of the challenges you may be facing and are preparing continuity plans to support changes you may enact. Some of the specific actions we have taken on your behalf include:

- Our Supply Chain team has been in contact with all of our equipment suppliers to identify potential issues surrounding product availability. At this point, we believe we have the product required to support all projects currently scheduled. We continue to work with our vendors each week to identify any potential shortages.
- Our Customer Care and Support teams have created continuity plans, targeted at both increasing the availability of resource if our customers demand, and providing uninterrupted Support in the event widespread work-from-home policies become the norm.
- Our Marketing team is evaluating our events calendar and completing a schedule for communications regarding any changes / potential cancellations of events.

We will not send any of our employees to restricted countries for business purposes. For personal travel, we are urging our employees to avoid any travel to Level 3 countries and discouraging any travel to Level 2 countries, as specified by the CDC. In the event any employee returns from a restricted country, we encourage adherence to the CDC suggested quarantine period of two weeks.

Please rest assured that CBORD and Horizon Software are using all information available to make the best decisions possible for anticipating needs you may have due to these challenging circumstances. We will provide additional updates as situation changes.

Best,

Jim

Jim Hoefflin | President

CBORD & Horizon Software

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