



March 16, 2020

Dear colleagues and friends,

Amid ongoing concern surrounding Coronavirus/COVID-19, GoPivot's top priority is the health, safety, and well-being of our employees, clients, and communities. We understand the concern and uncertainty you may be experiencing around the evolving situation, and we're committed to being responsive and flexible to our customers' needs.

**We are committed to providing uninterrupted, world-class service to you and your organization during this time.**

Here's how:

- We have put systems in place to ensure that there is no noticeable change for clients. If you have specific concerns, please reach out to your Program Manager.
- As a web-based, mobile-first platform, we will continue to drive wellness, safety, and engagement initiatives for your workforce during this time of change. We are working on updates to help improve wellness and safety programs for your employees, no matter where they are. You will get weekly updates from us including content, enhanced product features, and best practices in the weeks to come.
- We will continue to monitor the situation and keep everyone informed. If you have any questions, suggestions, or requests for programming during this time, please let us know!

We also wanted to share how our team is staying safe and healthy:

- On Friday, I led an all-hands meeting where we laid out plans for our team and how we will continue to serve our customers in the weeks ahead. As part of this, starting this week we are stress-testing our internal communications technology for remote work.
- Our Program Manager and Customer Support teams will remain online and ready to help at the regular availability and usual channels including phone calls, video calls, and email.
- All travel to trade shows, events, and non-essential are canceled or postponed until further notice.
- All in-person meetings will be moved online via video chat to preserve the low chances of COVID-19 transfer.

Stay healthy and prioritize the wellness of your employees and communities!

**Don Doster**  
CEO, GoPivot