



As you all know, we are amid a rapidly evolving COVID-19 pandemic. Collectively and collaboratively, CCS Medical's Senior Leadership Team has been monitoring developments over the past few weeks. As a result, the team is well-versed on virus transmission, social impacts associated with quarantine advice, and how our ecosystem of payers, manufacturers, delivery services, patients and physicians are beginning to react to this widespread medical issue.

While closely monitoring these rapidly changing daily events, CCS Medical leadership has also maintained a focus on running the Company's operations, since we have a significant number of patients counting on us now, more than ever. We will continue checking in with our employees and staying in touch with key business partners; many of whom are also trying to determine how to react to this evolving situation. As a leadership team, we vow to keep you informed as we navigate this rapidly changing set of circumstances.

Our approach has been to follow national and local agency guidelines and recommendations, including those outlined by the CDC, and to talk regularly with the Company's key internal and external constituents. Armed with that information, we will continue to use our best judgement to set our course regarding deciding what is best for our employees. In all circumstances, the health and safety of our people is and will continue to be our top priority.

Inconveniently, this is also the time when many of us plan to take time off for spring break trips. For those who are planning to travel in the next few weeks to get some well-deserved time away, we encourage you to travel smart. Be careful if your plans take you through any of the CDC-restricted locations or other areas with high concentrations of COVID-19, including some locations inside the United States.

Our roughly 600 employees have done a great job staying focused as the COVID-19 virus has spread to many new locales. Attached is a document that defines five different threat level situations and our planned response to each circumstance. To date, our offices remain open to continue to serve the patients who depend upon us, and we will continue to update you as we learn more in the days to come.

Thank you for being patient during this unusual time. We have an amazing team of people in this company, and we are proud of the way we come together during times of uncertainty. For that, we thank you all and please feel free to reach out to any of us with questions, concerns or comments.

CCS Medical Business Continuity Team

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CCS Disaster Severity Levels and Responses

All levels described below are site specific and will be updated daily on CCS Live. Please reach out to your direct supervisor or email businesscontinuityteam@ccsmed.com with any questions or concerns

Level	Description
Level 1	<p>Business as usual; no confirmed cases within the CCS employee base</p> <p>Response: Practice good hygiene</p>
Level 2	<p>In the event of increased prevalence in surrounding community; no confirmed cases within the CCS employee base:</p> <p>Response: CCS will distribute education materials and frequent updates from the Disaster Response/Business Continuity Team (DRBCT). Provide additional sanitation and cleaning supplies as well as sterility supplies to prevent spread of any contaminating factors. Keep the team healthy by minimizing unnecessary travel (in and out of CCS locations) at discretion of DRBCT.</p>
Level 3a.	<p>In the event select workers need to take time off due to school closings, co-morbidity concerns, self-quarantine consideration but still no confirmed cases within the CCS employee base:</p> <p>Response: Points and attendance will be evaluated and potentially waived at the discretion of the DRBCT, which will be communicated through the CCS hotline, phone tree, etc.</p>
Level 3b.	<p>In the event a CCS employee comes in frequent and direct contact with a confirmed case:</p> <p>Response: CCS employee will be given further information about the CDC risk evaluation tool, encouraged to self-evaluate and self-quarantine, if necessary. Mandatory quarantine may be imposed at DRBCT discretion. Points and attendance will be evaluated based on frequency and severity of contact.</p>
Level 4	<p>In the event CCS is aware of a confirmed case at a CCS location</p> <p>Response: CCS will follow CDC guidelines and will attempt to determine with whom the individual has been in contact and which areas of the CCS location were accessed; CCS will take appropriate remedial steps (i.e. normal, fog, hazmat cleaning) as decided by the DRBCT; attendance and PTO policies will also be evaluated</p>
Level 5	<p>In the event many workers are unable to come into a particular CCS location</p> <p>Response: Home quarantine for all employees; Business interruption insurance; Monitor and update hotline and call trees for re-open dates; Attendance and PTO policy announcement will be made (required to use available PTO first, followed by company evaluation of potential PTO grants); HR, legal, and compliance and executive leadership will be providing guidance</p>