

Serving our clients as the COVID-19 Situation Develops

March 18, 2020

We have not been in touch earlier with the hope that you have not noticed any changes since the implementation of GreenHill's pandemic illness response plan. We must admit that we are thankful we have this plan, but saddened that it has been put to use. Although there are confirmed cases in our area, at this point all GreenHill employees and their loved ones are safe and healthy. Our wishes are the same for you and your family.

Last week GreenHill moved to a policy of working remotely using our existing technology and infrastructure. This is a practice already incorporated, just not previously on a full time basis for everyone until now. We are committed to doing our part to help flatten the curve and ensure the best possible outcome from this outbreak. All schools, restaurants, bars, gyms, etc. in our state have already been ordered to close. And now many non-essential customer-facing businesses are also closing.

We are not anticipating any changes to how you interact with your account manager, data processing and report production via our ReportQuest, Hosted Services and **GHperf** platforms. (The exception could be that you may hear some background noise from some well-behaved children or pets.) Should any one of our team members become unable to work, their workload will be distributed across our account management team. All account managers already serve in a back-up role for assigned accounts. Each account manager processes data across the various accounting platforms, so they can easily step in to cover for a colleague. At this point we do not anticipate any impact to operations, but will inform you if circumstances warrant any delivery extensions.

We understand that everyone is uneasy at this time and GreenHill wants to do our best to be one less thing you may need to worry about. Given the impact on our financial markets, if there is additional reporting or analysis which might be helpful, please reach out to your account manager to discuss further.

If there is anything we can do to be of further assistance or you have any questions or concerns, please contact your account manager. Most importantly, we hope that you, your colleagues, family and friends stay safe and healthy during this challenging time.

GreenHill Team