



Date: March 16, 2020

GRS Response to COVID-19

Gabriel, Roeder, Smith & Company (GRS) has taken numerous actions in response to the COVID-19 health crisis. The intent is to maximize the safety of our employees and clients while ensuring continuity of operations and customer service. The list below summarizes the key actions we have taken.

1. We have enabled as many employees as possible to work from home. GRS has remote work capabilities and coordinating policies in place to support continuity of service to our clients. Clients should be able to reach their GRS consultants in the usual manner via phone or email with minimal interruption.
2. We have eliminated all non-essential flight travel for GRS employees. We have directed our employees to drive rather than fly to client meetings whenever that is practical, and to use cyber or phone meetings as an alternative. We are grateful to those of our clients who have already suspended in-person meeting requirements.
3. We are keeping all employees aware on an ongoing basis of CDC, WHO and other relevant advice on personal behavior with respect to virus avoidance. We strongly encourage them to follow the advice meticulously. Additional cleaning of all GRS offices has been initiated and we have provided hand sanitizer throughout all offices.
4. We have directed employees not to come into the office but rather to seek medical attention if they or anyone in their household experience any of the symptoms that may be indicative of COVID-19.
5. We have directed that any employee who is diagnosed with COVID-19, or who has an immediate family member or anyone in the household who is so diagnosed, immediately inform our HR department of the diagnosis. In that case, the office at which the employee works will be closed for an appropriate period in accordance with the CDC recommendations. A mandatory work from home protocol will then be instituted for all employees in the affected office and a deep cleaning of the office will be initiated. Should that happen, we will inform our clients regarding any communication procedures that are affected for the office. We have every confidence that our systems are robust enough to continue services even in such an extreme situation, but it is possible that some service delays may occur.

GRS stands together with our clients and the world to do all that we can to minimize the spread of COVID-19.

Please contact one of the following, if you encounter difficulties reaching your GRS team.

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