



Insight's Teammate Escalation Plan for COVID-19

Effective March 23, 2020

To Whom It May Concern:

Like many of our clients and partners, Insight has spent the last several weeks learning about and adapting to the unprecedented global spread of Coronavirus Disease (COVID-19). We're continuously monitoring and assessing the potential impact of the COVID-19 outbreak on our business operations, including, among other things, the impact on our teammates and client services.

With the situation evolving daily, our top priority remains the health and safety of our teammates and ensuring they have the tools and resources available to timely and appropriately address concerns as they arise. For example, we've created and implemented standard operating procedures for teammates and teammate-managers with step-by-step guidance on how to report, escalate and respond to actual or suspected exposure to the COVID-19 virus. Though we certainly hope this is not needed, the reality is some of our teammates may become exposed to the COVID-19 virus and unfortunately, there's a chance some may even become infected. If and when these events happen, we have put in place an easy to follow reporting workflow, group communication tools, and have designated members of our leadership team to empower our teammates and managers to timely report, escalate and appropriately respond to uncertain situations such as a teammate testing positive for COVID-19, feeling sick with a flu-like respiratory illness (but not a confirmed COVID-19 infection), and having suspected contact with someone who has tested positive for COVID-19.

Our planning and preparedness activities and corresponding actions, including the above teammate and manager response and escalation plan, are at all times aligned with and informed by guidance provided by the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and public health authorities. We'll continue to work diligently to enable the continuity of our services to best support our clients in light of this unprecedented global outbreak, while making the health and safety of Insight's teammates our top priority.

If you have any questions or concerns, please contact your Insight representative.

Very truly yours,

Insight