

As the global Coronavirus (COVID-19) pandemic continues to evolve, we understand the importance of sharing our response plan with those who depend on our products and services. Our focus is ensuring business continuity while providing a safe environment for our employees, customers and partners. I want to personally update you on the steps we have taken to address this public health situation.

- We put a cross-location COVID-19 response team in place that leverages information from the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC) to issue guidance and set policies for the Vibe HCM community.
- We put a travel policy in effect that bans all non-essential business travel and requires any employees that have traveled abroad, to hot zones, or on a cruise ship to self-quarantine for 14 days following their trip.
- We enacted a work from home policy beginning March 16th and continuing until at least March 31st, when it will be re-evaluated based on conditions at that time (UPDATE 3/26 - This policy has been extended indefinitely to be re-visited as appropriate).

Please keep in mind that the Vibe HCM solution is a cloud-based, SaaS platform designed with multiple layers of physical and network redundancies. We are confident that the performance of the Vibe HCM platform will not be impacted negatively from this situation. You can rest assured that system accessibility, speed and data security will continue to meet or exceed our normally high level of performance.

Vibe HCM employees are fully enabled to work from home or remote operation centers as necessary. We have invested significantly in technology that creates a seamless, secure environment for them, regardless of location. This means you can continue to contact us for support the same way you always have, with no impact to response and resolution times.

As we all continue to navigate the uncertainty of this event, we hope that our extended community remains healthy and there's no impact to your business. We will continue to vigilantly monitor the situation with a focus on continuity, adjusting resources as needed to provide the level of service you expect. If there are any changes to our response plan, we will notify you. Of course, we are also anxious to hear from you as your business needs change. We stand ready to help and appreciate your confidence and trust in us as a mission critical partner. Please let me know if you have any questions or concerns.

Susanne Bowen  
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