



Dear Valued Customer,

The recent coronavirus outbreak is a challenging, ever changing situation. CyberGrants is closely monitoring the status as it evolves. We are committed to continuing to provide the highest level of service to you, as well as ensuring the safety and well-being of our employees.

We understand this situation not only impacts your business operations, but your missions as well, and we want to assure you we are prepared to support you during this difficult time. Here is how CyberGrants is addressing the situation.

### **BUSINESS CONTINUITY**

- The CyberGrants leadership team is meeting daily (or more frequently as needed) to monitor and evaluate the situation to make quick adjustments as needed.
- All departments are fully capable of working remotely and have the systems to support a remote environment. This includes our client management, technical support, and contact center teams. Those plans have been tested and are generally exercised in other situations (i.e. power loss, snowstorms, etc).
- We have a communications protocol and hierarchy to ensure timely messages of pertinent information regarding the situation.
- We have personnel resiliency plans for core areas, including infrastructure operations.

### **WELLNESS OF OUR EMPLOYEES**

- We have introduced a work-from-home policy to de-densify office work environments.
- Effective immediately all non-essential business travel will be canceled or rescheduled.
- All meetings will allow remote participation in an effort to avoid large gatherings.
- To further protect our environment, we are actively requiring visitors to attest that they have not traveled to one of the CDC restricted countries nor been locally exposed.
- We are monitoring any food catering that is allowed into our offices and any non-necessary services are restricted until after hours.
- We are reminding team members of our employee assistance program if they are struggling with the situation emotionally or physically.

### **COMMITMENT TO YOUR IMPACT**

- Our team remains responsive and collaborative to help you react and respond to the evolving situation to support your new and ongoing programs.
- We will continue to be transparent and communicate information in a timely manner.

We are positioned and capable to help you throughout this event. Our goal is to make any change in process or location invisible to you.

I want to assure you we are committed to your organizations and our communities as we navigate this situation. Should you have any questions or require additional information, please do not hesitate to reach out to your Client Management team or you can always contact me directly.

Sincerely,  
Mark Layden  
CEO, CyberGrants



(978) 824-0300

CyberGrants, 300 Brickstone Square, Suite 601, Andover, MA 01810