



March 27, 2020

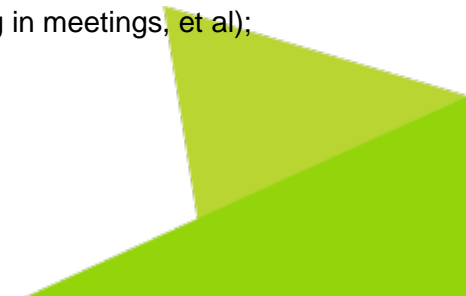
To our Clients and Business Partners:

Guidehouse is closely monitoring coronavirus outbreak information, including updates by the World Health Organization (WHO), the U.S. Center for Disease Control (CDC), and guidance issued by public health authorities where Guidehouse employees live and work around the globe. The company response team includes a team of experts in emergency preparedness, public health, and clinical medicine to ensure business procedures and protocols reflect the latest guidance. Consistent with the latest public statements by the WHO and CDC, Guidehouse has activated the Response phase of our business continuity plans in most locations globally. Specific actions that we have taken as a company include:

- Restricting non-essential domestic and international travel;
- Seeking approval of clients for virtual meetings to avoid travel;
- Barring travel to high risk locations designated by the WHO;
- Barring travel to select cities with reported high incidents of active virus;
- Closing nearly all of our offices and proactively moving our employees to remote working arrangements where warranted;
- Encouraging employees not feeling well to avoid the office and seek medical attention with their primary physicians;
- Encouraging those employees and their family members that haven't, to take the annual flu vaccine if able;
- Enhancing hygiene services in Guidehouse offices to include hand hygiene, workstation hygiene, and personal wellness activities;
- Upgrading, enrolling and testing emergency notification services;
- Identifying and purchasing long lead items required for business continuity;
- Identifying employees particularly susceptible to published characteristics of the virus;
- Reviewing Business Continuity Plans (BCPs) for each company service to include supplier business continuity plans.

Guidehouse has taken these and other steps as necessary to protect the health of our employees while taking all commercially reasonable measures to maintain business continuity for our clients. On March 12th, we implemented our Level 1 Response Plan at many offices around the globe, predicated on the WHO declaration of a Public Health Emergency of International Concern and/or indicated by a similar declaration by the national government hosting the Guidehouse office and its employees. In these events, Guidehouse took steps to:

- Maximize the use of remote/teleworking;
- Limit face-to-face contact in offices (e.g., handshaking, sitting in meetings, et al);
- Limit office visitors;
- Suspend all travel to and from affected offices;



- Implement reporting of positive cases to determine potential office quarantine / remediation requirements.

On March 20th, Guidehouse implemented its Level 2 Response in nearly all offices around the globe when Level 1 response was indicated and reports of community human-to-human transmission of an emerging pathogen in the vicinity (within commuting distance by automobile) of a Guidehouse office was confirmed by local medical sources. In these circumstances, we are actively monitoring the announcements by state and local authorities to suspend activities in the area and aligning our actions with those directives. In addition to the activities of the Level 1 Response, Level 2 includes:

- The Guidehouse office shall be closed and employees directed to work remotely or via alternative office arrangements;
- Business continuity plans for affected services shall be implemented and outreach to affected clients will be initiated;
- Travel restrictions to and from affected areas will be implemented; Crisis Response center hours to be expanded based on affected employees and time zones.

Recovery for each office will begin when both the local and national declarations have been lifted, building services have been restored and office cleaning services have been completed. Guidehouse will update its status on the company website at www.guidehouse.com. Inquiries may be directed to wecare@Guidehouse.com.