



From Doug Coull, CEO, SmartSearch  
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The fast-evolving story of the Corona Virus (COVID-19) is negatively impacting people and businesses, everywhere, and has been labeled a global pandemic by the WHO. We want to reassure our customers, partners, and vendor alliances that we are taking every precaution possible and are adhering to the advice and direction recommended as safety protocols.

Our commitment to business continuity, without disruption, is a serious matter to us and one we don't take lightly. We are prepared 24/7/365 to service our customers seamlessly so your business is not disrupted. In addition, our servers are working at capacity to ensure availability. SmartSearch is able to operate at full or near-full capacity with all employees working from home if needed, and we expect no interruption of services.

We have temporarily canceled travel of any type, including to and from the office, and we are not visiting clients, nor are we accepting visitors in person. Additionally, we have placed a temporary halt on attending events, meet-ups and conferences.

In regards to our office staff, we are taking precautions with existing employees, including purchasing individual electronic thermometers for each employee, to check themselves daily. And further, we require all employees, with even the slightest hint of illness, to remain at home. All employees are required to follow the recommended hand-washing protocol and to use hand sanitizer.

We will continue to monitor this situation and if there is any change, we will be in communication. And you can stay updated on the latest news by visiting the [CDC](#) website.

Stay well.

*Doug Coull*