



From Doug Coull, CEO, SmartSearch
September 4, 2020

This is an update on our COVID-19 statement from June 1, 2020.

As we continue the journey into 2020, we, at SmartSearch, want our clients, partners, and trusted associates to have the latest updates on what is transpiring with our company and how this impacts them.

Our office will be reopening on September 8, 2020. At that time, all employees will be required to wear a mask in the common areas in the office, wash hands often, use hand sanitizer after every point of contact with the office equipment and door handles, and will be required to practice social distancing with co-workers. Additionally, we have advised employees to continuously monitor their health and be aware of any changes, as we want to ensure their health and safety needs are being met.

Other than travel from home to the office, we have still suspended travel of any type, and we are not visiting clients, nor are we accepting visitors in person. Rather than place our employees at risk, we, like many organizations, are taking advantage of attending events, meet-ups, meetings, and conferences virtually.

To our clients, our commitment to business continuity, without disruption, is a serious matter and one we do not take lightly. Operating at full capacity, we continue to service our clients with 24/7/365 seamless service so they can maintain their businesses without technical disruptions. And we continue to keep our finger on the pulse of the latest news and updates from reliable sources to keep us current and able to move quickly as our clients' needs arise.

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](#) and [FDA](#) websites for information on the status of a vaccine and statistics on the spread of the virus.

In closing, rest assured, the things that have not changed are our commitment to delivering stellar service, being a committed partner and supporting the community in which we live and serve.

To your health.

A handwritten signature in black ink that reads "Doug Coull". The signature is written in a cursive, flowing style.