



From Doug Coull, CEO, SmartSearch
June 1, 2020

This is an update on our original COVID-19 statement from March 13, 2020.

A lot has happened over the past few months and there have been many changes to the way we once lived and worked. The one thing that has not changed is our commitment to our clients, partners and community.

We are continuing to work closely with our clients and pivoting to meet their needs as they navigate through this unprecedented time. Our commitment to business continuity, without disruption, is a serious matter and one we do not take lightly. We are prepared 24/7/365 to service our customers seamlessly, so your business is not interrupted. 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. All employees have been advised on best practices regarding handwashing and sanitizing and we communicate daily with them to ensure their health and safety needs are being met.

As part of our commitment, we continue to observe all best practices and recommendations for wearing masks and adhering to the six-foot rule. We have still suspended all 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. 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.

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.

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