



Date: March 16, 2020

We wanted to provide guidance on Aithent's approach and policy related to the spread of Coronavirus Disease 2019 (COVID-19) caused by the SARS-CoV-2 virus.

We are closely monitoring the evolving circumstances and a dedicated task force has been created that meets daily to review the most current guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local authorities and make proactive adjustments to our preparedness and response plan.

At Aithent, our employees and customers remain our top priorities as measures are taken to contain and treat COVID-19, and we are committed to keeping you informed of our efforts to ensure minimal disruption to our supply chain.

With the rapid spread of COVID-19, Aithent continues to monitor the situation closely, review additional precautionary measures, such as work from home pilots in various locations, establishing protocols and guidelines to minimize the impact whenever possible to our employees, our sites and our operations. Our global sites have relevant and approved pandemic preparedness (Business Continuity plans) and are empowered to act per their local scenarios, as necessary.

**Aithent's Employee Health:** We have trained our employees on COVID 19 including symptoms, Protection, Prevention and Do's & Don'ts. As part of employee well-being we have established a company-wide monitoring process to identify any employee with emerging symptoms consistent with the flu or Coronavirus and take immediate actions to reduce exposure to other associates. Business and personal travel of our associates is being monitored. Also as recommended by CDC we will impose a self-quarantine for those returning from locations of concern.

In the event of a business disruption, our staff can work remotely using our hosted VoIP services to provide seamless interaction with other Aithent offices and with customers. The hosted VoIP is managed by servers on the East Coast and on the West Coast. If either location goes down there is roll-over service to the other coast. If both sites are down, the phone calls are programmed and routed to the cell phones associated with the person at each extension. Also, as all our critical systems are securely accessible over the cloud, we are not dependent on the office's physical location for day to day operations.

Aithent works closely with all subcontractors to provide a coordinated pandemic response. Aithent management communicates daily with each provider to ensure awareness and response surrounding any changes in the situation.

In terms of our hosting environments, both the sites that we use are certified against multiple security and regulatory standards, including SSAE18- SOC1/SOC2, HIPAA, HITECH, FISMA, FERPA, ISO 27001, and Canada Bill-198, among others. As part of Compliance rigor, they have policies and procedures which cover all aspects of business and its governance, which includes Business Continuity plan. We are closely working with them to ensure that there is minimal impact, if any, to the systems that you rely daily.



We sincerely appreciate the trust and confidence you have in us. We look forward to continuing to service you in a manner that is safe for you and our staff while ensuring that we continue to provide you with optimal services.

Sincerely,

Ganesh Viswanathan  
SVP-PMO & CISO

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