



CHORUS COVID-19 RESPONSE

March 30, 2019

Chorus Friends,

Chorus SmartSecure is OPEN FOR BUSINESS. The US Department of Homeland Security has designated the service functions provided by Chorus SmartSecure to be *Essential Services**. As the communities we serve experience the impact of the Coronavirus (COVID-19), we are working to balance our team members' and your safety with our obligation to continue delivering high-quality service to you.

Our overarching commitment to safety has not changed. Fortunately, most of the work our Team Members complete requires limited interaction with others. Even so, we have conducted additional training and implemented strategies based on guidance provided by the CDC and local public health officials. These strategies include the following:

- When we come in contact with others, our employees are trained to maintain appropriate distances to eliminate community spread.
- Our field and sales personnel have personal protective equipment (gloves, masks) to ensure their safety and the safety of others.
- Our field and sales professionals are wiping down the interior of all our vehicles and office spaces every day.
- Our team members have been instructed to wash their hands thoroughly and often each day.
- Finally, our team members know to stay home if they or someone in their household is sick.

It is a privilege to serve your family. Thank you for the trust you have placed in our team as we strive to maintain an appropriate balance between serving our customers and keeping you healthy. Your trust inspires us to navigate this unprecedented challenge in alignment with the values that make up our Chorus Shield: Integrity, Courage, Perseverance, and Character. If you have any concerns, please feel free to call us a call or email us at info@callchorus.com.

Rob Hardman
President

We Bring Harmony to Life.

*Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response, Christopher C. Krebs, Director, Cybersecurity and Infrastructure Security Agency, U. S. Department of Homeland Security, March 19, 2020.

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