



March 6, 2020

RE: Coronavirus Preparedness

Dear Valued Clients,

Given growing concern about the worldwide spread of the novel coronavirus (COVID-19), we thought it would be timely to share a high-level summary of our preparedness with you.

Aquity has been closely monitoring the novel coronavirus outbreak (COVID-19) since the first case was reported in the United States. We want to assure all our customers and partners that depend on the quality, consistency, and delivery of our solutions that we have aggressively planned, and will continue to plan, for the continuity of services across all the geographies we operate in.

We have invested significant resources in making Aquity a world-class service delivery organization. Over the years, we have developed a robust Business Continuity and Disaster Recovery Plan for maintaining operations under a wide variety of circumstances, including technology outages, natural disasters, terrorist attacks, and pandemics. This plan was developed using certified ISO methodologies, with our business leaders, and is updated to address changes to our business and client needs. Our goal with this plan is to maintain operations without interruption of key services in the event of unforeseen events that impact our employees or our ability to access our offices.

As part of our Business Continuity and Disaster Recovery Plan, we established a Critical Incident Response Team (CIRT). The CIRT includes leaders representing all critical functions and disciplines from the company. This group has been activated, meeting frequently, to discuss the Novel Coronavirus (COVID-19), its potential impacts, and to recommend remediation when/if necessary.

CIRT Team Core Objectives

- Minimize health risk to employees and the spread of the COVID-19;
- Minimize the risk of offices/production centers becoming a node of transmission;
- Ensure plans are in place should employees be on leave of absence, quarantined or infected;
- Ensure alternative arrangements for employees so that business operations can continue;
- Manage the company's operations and deliverables to our clients; and
- Plan for an increase in Clinical Documentation/Medical Coding volume from our customers

Aquity has also invested in a robust Information Security Management System that includes a comprehensive Business Continuity Plan (BCP) to ensure no disruptions of the critical services we provide our customers. Our Business Continuity Plan is continually improved and tested to deal with events such as natural disasters, cyber-attacks, terrorist attacks and pandemics. We have a global labor force that has been modeled to account for such events. That includes reallocating resources or redirecting work to areas unaffected by the event. Our BCP also covers the technology our services rely on; we work very closely with all our vendors to ensure they have comprehensive BCPs and are aligned to our service level agreements. We have also migrated all our technology to Microsoft Azure to minimize the risk and impact to services that we might otherwise encounter in a traditional data center environment.



Aquity continues to monitor this event through the Centers for Disease Control and Prevention (CDC) and will stay in close contact with the government agencies where we operate, our vendors, employees and customers. We will continue to adjust and adapt our plans to ensure business continuity and we are confident that we will be able to continue to provide the high-quality services you have come to expect through this and all future events.

If you have any questions or concerns, or would like more information, please feel free to contact your account manager or client representative.

Kashyap Joshi

Chief Executive Officer

Jason Kolinowski

Chief Operating Officer

Marty Serro

Chief Information Officer/Chief Security Officer