

Safety Protocols & Continuity Planning

In response to COVID-19



Please Read This Entirely:

At Klick, we're very proud that our business values have always included a 'People First' mentality. Because of this, we're taking extraordinary precautions due to the rapidly evolving COVID-19 situation.

With COVID-19 quickly spreading throughout the world, and with so much yet to understand, we wanted to take a moment to let you know the proactive steps we're taking to ensure our team's safety. This document reflects our best knowledge at the time of writing and it will be continually updated to incorporate new learnings as they surface.

Beyond general hygiene such as frequent [HANDWASHING](#), not touching your face is one of the best ways to minimize transmission. In addition, physical distancing is seen by public health authorities as a key method of reducing risk. As such, we have implemented a number of policies that will help us leverage this proven technique. Some of these include the minimization of travel and large gatherings amongst team members and clients.

If you are not feeling well, you **MUST** work from home. We are elevating our safety precautions. Please carefully read through the guidelines on Levels 1 through 9 and their respective policy changes itemized below. In addition, we expect you to stay home for a minimum of two weeks after all symptoms have dissipated.

We know that physical distancing may also impact us in our personal lives with the potential for school closures and/or or transit reductions. Although these issues can be challenging for any business, we feel that Klick is in a unique position to minimize these issues by leaning into our digitally centric heritage.

As the situation warrants, we want to build increasing readiness and adoption of virtual technologies to better enable remote work.

The good news is that many Klicksters are seasoned veterans when it comes to virtual collaboration. We are currently working to make sure that we have the right infrastructure, knowledge, and best practices needed to ensure our success and continuity of operations.

In the document below, you'll find our latest thinking with respect to how we will continue to adapt our practices to ensure we're able to continue to deliver against our clients' expectations, while also making every decision in a manner that's thoughtfully prioritizing the safety of our team. We ask that you also make responsible decisions in your personal life, avoiding concerts, sporting events, and other large public gatherings.

Of course, we will monitor this situation and will amend and adjust this policy at regular intervals as this situation develops. We thank you for your understanding and patience. These levels are not necessarily sequential, but specific levels would be automatically triggered if specific events such as school closures or removal of public transportation. That said, we are already encouraging people to shift all meetings to virtual where possible, as well as work from home, as much as possible.

(See full updates and timelines below.)



Safety Guidelines for COVID-19

Level 1 (Standard Operations):

- Vigilant monitoring of any risk to the safety of our team.
- Consistent use of healthy hygiene habits and practices to prevent the spread of flu and other respiratory illnesses <https://www.cdc.gov/flu/prevent/actions-prevent-flu.htm>

Avoid close contact.

Keep your distance from people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

Stay home when you are sick.

Stay home from work, school, and errands when you are sick. This will help prevent spreading your illness to others.

Cover your mouth and nose.

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick. Flu and other serious respiratory illnesses, like respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS), are spread by cough, sneezing, and unclean hands.

Clean your hands.

Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.

Avoid touching your eyes, nose, or mouth.

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Practice other good health and wellness habits.

Clean and disinfect frequently touched surfaces at home, work, and school, especially when someone is ill. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.



Level 2 (Restricted Travel) FEB 3/2020:

- On February 3, 2020, Klick introduced travel restrictions to CDC hot spots and rolled out our first set of measures in response to COVID-19. Please refer to this read-only document for our initial response -- [FAQ Coronavirus \(Leader of Leaders\)](#)

Level 3 (Escalated Precautions) FEB 29/2020:

- **Travel:**
 - [February 22, 2020: we revised our policies](#)
 - [February 29, 2020: we escalated our precautions and changed policies, eliminating all non-essential travel](#)
- Efforts to maintain sanitary and safe work spaces for Klicksters continue, including increased cleaning of office surfaces and the provision of hand sanitizers and wipes in various locations around the office.

Level 4 (Validating Continuity Planning) MAR 4/2020:

- **Travel Policy Revisions:**
 - **March 1, 2020:**
 - Eliminated all travel outside North America, beyond CDC hot spots
 - **March 3, 2020:**
 - Eliminated conference travel and participation
 - Eliminated offsite-related travel
 - Eliminated inter-office travel (Canada & USA)
 - Request that any critical travel be explicitly approved in advance, even within the US. Klick will not provide a definition of essential travel, as effective immediately we are operating with the guidance that all travel is not essential; therefore all travel requires prior authorization from Lori Grant, CEO and must be client-initiated.



- **March 4, 2020:**

- Our leadership has cancelled their March/spring break trips to personally prioritize the safety of our families and our broader Klick family. While we can't demand that all Klicksters do so as well, we request that you consider the increased risk as this situation unfolds.
- We are immediately implementing the CDC recommended self-quarantine practices for anybody who is completing travel outside of North America.
- In addition, we request that any travel outside of work, internationally or within North America, is disclosed to our travel team for safety and tracing purposes.

- **Facilities:**

- We will be removing Listerine from washrooms and we encourage everyone to avoid brushing their teeth at work.
- As an extra precaution, we will remove any open candy or chips from the office and we encourage everyone to sanitize their hands before meals. For example, wash hands after getting a chocolate bar from the vending machine as well as before opening your wrapped candy.
- We have also put all reusable cutlery and plates in storage and have replaced these with single use items while we are at this level of preparedness.
- We are working with our labs team to identify potential digital tools for improving containment further. For example, we're exploring apps that warn you before you touch your face, as well as thermal imaging requiring no touch, so people can personally choose to verify they don't have elevated temperatures, without having to handle a thermometer.
- We are in the process of removing all boardroom and meeting room clickers and keyboards. We also encourage you to use the back of a pen on Zoom screens or other surfaces and a key or gloves when touching elevator buttons, opening doors, and so on.

- **Policy Decisions:**

- We request that you take your laptop home nightly. We are immediately starting to transition closer toward remote-work in order to prioritize the safety of our team and prepare for the possibility of school or public transportation interruptions.
- No handshakes. No hugs. We would add that it's sensible to avoid shaking hands entirely to reduce the risk of spreading infection. Though that might be awkward at times, please recognize that these are unique times and require these precautions.



- IF YOU ARE NOT FEELING WELL, YOU **MUST** WORK FROM HOME AND YOUR OBLIGATION IS NOT TO ATTEND OUR OFFICES. WE MUST PRIORITIZE ASKING FOR EVERYONE TO BE RESPECTFUL OF THIS POLICY FOR THE SAFETY OF ALL KLICKSTERS.
- We are canceling these events:
 - Dr. Seuss Experience family event in Toronto
- Effective immediately, we are also pausing:
 - Klick Tavern
 - Yoga and Wellness classes are postponed. The gym will remain open to ensure shower access, as we encourage people to bike into work and use the showers, but we highly discourage hygiene activities like toothbrushing and shaving in these shared facilities. Likewise, we discourage the use of gym equipment.
 - Mojo Meetings
 - Pizza Wednesday (and any food-related activities)
- For March, we're moving the following meetings to virtual sessions and we'll be reassessing for April:
 - Science Sessions
 - Breakfast Meetings

● **Guidance to Our Team:**

- We highly encourage our team to avoid large public gatherings, including concerts and sporting events.
- We highly recommend that family vacations involving travel, hotels, parks, and other large gatherings also be deferred.
- We are defining large gatherings as 25 or more people, but we trust our leaders' judgement. While we are unable to control our clients' guidance to their teams, we can prevent Klicksters from creating these situations ourselves.

● **New Procedures:**

- Attached below, please find the FAQ that will be a living document, designed to help clarify and answer your questions as the situation continues to unfold.
- Our department heads have been asked to share information with respect to remote work business continuity and over the coming days, we will begin to implement localized stress testing of our continuity.
- We are instituting a standing COVID-19 Lunch Q&A Session and for obvious reasons this will be a virtual meeting. These meetings will begin on Monday, March 9, 2020.



Level 4+ (ZERO Air Travel) MAR 5/2020:

- While we are not at this point today, we expect there is a high probability we will be terminating all air travel (including domestic).

Level 4++ (ZERO In-person Client Meetings) MAR 5/2020:

- While we are not at this point today (because we can't control the protocols being deployed in other organizations), we anticipate that we may need to cease in-person client meetings.

Level 5 (School Closures):

- In the event of a location-specific government or school-specific decision to close schools, we recognize that some parents will need to work remotely to accommodate. We will have our remote working protocols implemented. Please contact your managers to let them know.
 - Given that these protocols were already triggered in China and Italy, as well as beginning in some localized areas of the US, as of March 4, 2020, we need to be prepared.
- We recommend making conditional childcare arrangements in the interim:
 - Kids & Company resources for Canadian employees.
 - EAP in both US and Canada as a resource for sourcing childcare.
- We are currently working on plans for how to minimize the impact on our ability to collaborate/deliver on client expectations.

Level 6 (Public Transportation Closures):

- We encourage everyone to follow public health guidelines and be especially vigilant using public transportation. In China, many of the community cases occurred as a result of people touching surfaces that had previously been occupied by an infected person. Please exercise caution, wash hands regularly, and avoid eating on public transportation.
- If you cannot make it to work because of a public transportation disruption, please work from home.



Level 7 (Employee Infected with COVID-19):

- While we are hopeful that, with all of these precautions, we will avoid having a Klickster become infected, we will be developing our protocols for containment, tracing, and communication over the coming days.
- Mandatory work from home for entire local office.
- Notify respective property manager (Choice Properties, WeWork, or Knotel).
- Notify non-Klick contacts.
- Third party professional sanitization of our offices.
- Expert advice regarding reopening our offices.
** It should be noted that we skipped this level without having an exposure incident. We are grateful that no Klicksters have been COVID-19 positive. That said, to minimize the risk of any future exposure, we proceeded directly to Level 8 on March 8, 2020 **

Level 8 (Shift to Remote Work/Work from Home for a Significant Portion of Klicksters) MAR 8/2020:

- We will be working with experts on ensuring we are as prepared as possible.
- The range of decisions surrounding the technology enabling our teams to remotely work, on-premises dependencies, departments with assets requiring on-site servers, telephony, office VPN capabilities, and many typically interactive experiences such as onboarding; would be materially impacted.
- All of our business continuity plans are currently being adapted in response to COVID-19 and we're carefully evaluating our protocols, as well as reassessing plans daily.

CURRENT STATUS

(Effective MAR/13 2020 @ 5PM)

Level 9 (Office Closure):

- If we close our facilities, this would materially impact many of our shared services functions, as well as logistics, deliveries, physical mail, and printing. These plans are also evolving.
 - Effective **March 13**, we are closing the office ahead of the curve to ensure the ongoing safety and well-being of our team.
 - We have no known COVID-19 cases, we made this decision in an abundance of caution as the public health crisis continues to evolve.
 - Since **March 8**, we have been encouraging as much isolation as possible. Effective **March 16**, it is OUR EXPECTATION that all of our team members are practicing self-isolation fully. We believe this is the most responsible thing to do as citizens and will help the system cope with this pandemic. This is about everyone aligning/working together and recognizing that this is what's required to protect our parents, loved ones, the vulnerable, and healthcare professionals/ first responders.
 - Reception will be remote and we are working to ensure minimal disruption. Effective **March 16**, we have implemented a virtual Reception using Zoom. Calls redirected to you from Reception will have a call display ID of "Klick Inc."
 - Effective **w/o March 16**, we are starting Virtual Onboarding, Virtual Science Session Lunch & Learns, and Virtual Klick U Manager Training.
 - Effective **March 18**, we encourage a 'shelter-in-place' practice. It is being adopted in San Francisco and is expected to come to NYC soon. It means stay at home with exceptions for essentials like health, work, food and exercise.
 - We are continuing to work with experts to prepare for any new developments.
 - All of our business continuity plans will continue to be adapted as needed in response to COVID-19 and we continue to carefully evaluate our protocols and reassess plans daily.

Frequently Asked Questions:

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Please consider this a living document. We are sharing the questions to start the conversation and we will continue to evolve in response to the situation. Please do not read these as policies or permanent. We will be making updates daily as the situation continues to unfold.

1. General:

a. Given we are at Level 9 and things are evolving quickly, what are the company's current expectations in terms of what team members should be doing?

- Since **March 8**, we have been encouraging as much isolation as possible. Effective March 16, it is OUR EXPECTATION that all of our team members are practicing self-isolation fully. We believe this is the most responsible thing to do as citizens and will help the system cope with this pandemic. This is about everyone aligning/working together and recognizing that this is what's required to protect our parents, loved ones, the vulnerable, and healthcare professionals/first responders.
- Effective **March 18**, we encourage a 'shelter-in-place' practice. It is being adopted in San Francisco and is expected to come to NYC soon. It means stay at home with exceptions for essentials like health, work, food and exercise.

b. How do we access the recorded daily company Zoom call?

- We are posting the Zoom recordings each day on the internal landing page we created on Genome for COVID-19 updates. It also features useful resources and will serve as our centralized source for information while we deal with COVID-19. The page is located at <https://genome.klick.com/page/covid-19>. It can also be accessed via quick links in the main menu and will also be accessible soon via our Genie tool.
- Effective **March 16**, we will also post transcriptions of each call to our Genome portal.

c. Is there a version of Klick's COVID-19 Safety Guidelines that can be shared publicly?

- We encourage you to share the <https://covid19.klick.com/> micro-site we created especially for sharing externally. We created it so that other companies can help ensure the health and safety of their people, too. We will be updating it on a regular basis.

d. Are all Klicksters expected to attend all of the daily Zoom updates?

- It is totally opt-in. We are holding daily updates to help ensure that everybody has a mechanism to get answers to questions daily but ultimately, attendance is up to you. We are recording the daily updates so you can also stay up to date by reviewing them later in the day if you are unable to join the live zoom.

- Effective **March 17**, we will be conducting an internal team poll on our #covid19-company-updates-qna Slack channel to help determine the cadence of these calls moving forward (e.g. daily, three times a week) and we encourage you to participate to help us gauge our team's perspective on these calls.
- Effective **March 25**, we will be moving our Daily Update Zoom calls to three times a week (Monday, Wednesday, Friday). This shift is in response to the majority of Klicksters who voted in the poll, now that we have fully transitioned to Work from Home and want to keep being as respectful of your time as possible.
- Effective **April 17**, we are moving our Company Updates to twice per week on Tuesdays and Fridays in response to our latest Klickster poll on the frequency of these Updates.

e. Where should we be posting on Slack?

- Great question—everyone's contributing amazing posts and we want to make sure they end up in the right channels! Here's a quick summary: Our #covid19-company-updates-qna channel is for policy questions and updates. News should be posted to our #2020-covid-thought-leadership. WFH suggestions and comments should be posted in #covid19-working-from-home.

2. Client Work:

a. My clients want me to come to meetings - is it okay if I go?

- Yes, but we're re-evaluating every day.
- We do not want you to feel pressured to attend meetings. If you are feeling uncomfortable and are traveling to clients, please reach out to Lori Grant.
- Effective **March 8**, we are asking you to refrain from in-person meetings.

b. Should we continue inviting clients to Toronto for visits and workshops?

- For the next little while, please pause and we will continue to re-evaluate on a daily basis. Where possible, consider virtual meetings.
- Effective **March 8**, we are pausing all in-person meetings and ask you to cancel previously scheduled meetings.

c. Should we cancel any client meetings already booked?

- Let our clients know that if their company wants to change their travel at any time up to arrival, we would prefer to change the meeting to a virtual setting.
- If they still want to meet live, and if you're comfortable, please go ahead. Our preference would be that you change meetings to virtual.
- Effective **March 8**, we are pausing all in-person meetings and asking you to meet virtually.



d. While conferences for all of us are currently paused, what if I need to be at a conference working with a client who will be there?

- Plan to go, unless you're uncomfortable, but we're re-evaluating every day.
- We are evaluating daily, but are strongly discouraging this, while also trying to assess our impact on clients for whom we are orchestrating congress booths. Our hope is that these also get canceled in the coming days.
- Effective **March 8**, we are pausing all in-person events and asking you to meet virtually if that is an option.

e. What about attendance at market research facilities or any other client meeting where we are asked to be there?

- Plan to go, unless you're uncomfortable, but we're re-evaluating every day.
- As of **March 8**, we ask that all market research participation be handled virtually.

f. What about pitches?

- If clients still want us to present in person then plan to go, unless you're uncomfortable, but we're re-evaluating every day.
- We have already moved to conduct pitches virtually.
- Our digital heritage is helping to enable virtual collaboration in these important business meetings.

g. What about large client meetings coming up – should I not go? What if the client is still going?

- If clients are still attending as per their own direction on this situation, then we ask that you get specific clearance to go. We want you to know that if you are uncomfortable going, we will understand and will help you with client communication.
- If you do go, we want you to be vigilant and remain safe. This situation is evolving rapidly and we want to ensure everyone's safety. To be clear, our preference is that you avoid attending if it won't create a client problem. If you feel it will, please talk to our CEO.
- Please note that this can change rapidly and we want to be prepared. Our clients are working through the same situation and issuing their own direction to their companies. Please ensure you are asking them what their direction is.
- Effective **March 8**, we are pausing all in-person meetings and asking you to meet virtually.



h. What should I say to clients if I am uncomfortable traveling?

- My company has a new COVID-19 policy.
- Notes for our teams to go to clients (keeping this is currently relevant to Level 4 but will be modified if we change levels).

At Klick Health, we're very proud that our business values have always included a 'People First' mentality. Because of this, we're taking extraordinary precaution due to the COVID-19 Coronavirus.

With the Coronavirus spreading throughout the world, and with so much yet to understand, we wanted to take a moment to let you know the steps we're taking to keep our team members and clients safe from any unintentional contact.

*Effective immediately, Klick Health is asking its team members to restrict travel to only essential client meetings in North America. **All travel is currently suspended.** We have asked that attendance to congresses and conventions also be suspended until more information is available.*

We're asking for our team members and partners to consider attending meetings via video/audio conferencing when possible and appropriate.

As a healthcare and technology company, we have been using Zoom video conferencing for several years and feel confident that this system will help us get through this time of international crisis. The business will continue. We have created multiple contingency plans for potential work disruptions due to the WHO and CDC guidance. We will keep you informed.

Of course, we will monitor this situation and will amend and adjust this policy at the appropriate time. We thank you for your understanding and patience.

- Effective **March 9**, you can communicate that we are at Level 8 and travel has been suspended. You can also share this entire document with them.

3. Candidates:

a. Should we bring interview candidates to Toronto or any other office for case studies and interviews, including already booked interviews?

- For the foreseeable future, please shift interviews and case studies to Zoom. We are health conscious and digitally savvy, and this is a natural way to validate that our candidates are simpatico with us. We are trying to limit travel as much as possible.
- We are hoping that this situation resolves quickly and that we can come back to business as usual.



b. Is it okay to bring candidates to NYC or Philadelphia for interviews and cases?

- All interviews will be done over Zoom for the next few weeks.

c. What should recruiting be telling our candidates?

- At Klick Health, we're very proud that our business values have always included a 'People First' mentality. Because of this, we're taking extraordinary precautions due to the rapidly evolving COVID-19 situation.
- With COVID-19 spreading throughout the world, and with so much yet to understand, we are taking proactive steps and moving as many meetings as possible into a virtual format.
- As a healthcare and technology company, we have been using Zoom video conferencing for several years and feel confident that this system will help us provide a great experience.
- Effective **March 8**, we are pausing all in-person meetings and asking you to meet virtually.

d. What is our guidance on meeting with potential new hires in person?

- Please meet with them virtually via web-conference. It's the next best thing to being in the same room and ensures we continue to practice physical distancing. We've actually received some recent feedback from candidates who were appreciative that we're operating this way.

e. Is there evidence that virtual interviewing is as effective as meeting a candidate in person?

- Great question. From our experience over the last few days, it's a lot tougher. That said, we will be building some resources to help us get as effective at it as possible. In full transparency, please expect that this will mean we may need to conduct more interviews to build confidence. The good news is that over 44% of our hiring is based on referrals from our team and these tend to require less data points because we trust our team's judgment on past work experience. And many Klicksters have switched to virtual interviewing with success. We are sure they will be happy to share their experiences with you.



4. New Hires:

a. How do I manage onboarding of a new employee?

- We are working on making onboarding a virtual process, as an interim solution and until the COVID-19 situation is contained.
- We will launch our first Virtual Onboarding session on **March 17** and will continue to host these every two weeks per our regular onboarding cadence. We look forward to getting participant feedback as we continue to adapt and make sure we provide our people with the best possible virtual orientation experience.
- Please make sure you submit your New Hire task in Genome at least 7 business days prior to their start date. Also please make sure you provide their correct shipping address so our Office Tech team can ensure your new Klickster receives their laptop in time for their start date.

b. Can new hires come to Toronto?

- No, we will be returning to normal protocols as soon as it's safe to do so.
- Remote hardware provisioning is being implemented.

c. Can I go to them?

- Yes, but we're re-evaluating every day.
- Effective **March 8**, we are pausing all in-person meetings.

d. I have a new employee starting today...is the office closed in NYC?

- While the office is not closed, we are encouraging people to begin working from home effective **March 9**. Please reach out to your new hire to explain the situation and begin to onboard them remotely via phone, Zoom etc.
- Effective **March 13**, we are closing the office ahead of the curve to ensure the ongoing safety and well-being of our team.

e. How are we going to culturally integrate new hires?

- We will be introducing a new virtual orientation program on Tuesday **March 17**, which will keep to our original biweekly onboarding schedule. A communication will be sent to all managers soon.
- Effective **March 12**, the People Practices team will be introducing the new virtual orientation program on Tuesday **March 17** for all new hires. The program was developed to take most of the main elements from our existing new hire orientation day, as well as our Genome, Travel and Slack-Genome Integration orientation sessions. We've also added videos from Leerom, Lori, and Aaron that speak to our current state of virtual work, some interactive games using Jamboard and other technologies within Zoom.

- Like our regular orientation program, our virtual program will take place every other Tuesday. The virtual sessions will begin at 9am sharp and end at 12:25pm, to end in time for Lori's daily 12:30pm update so that our new Klicksters will feel connected with the rest of the Klick family and hear the most up-to-date news from Lori and some of our leaders in real time.
- Virtual Travel and Genome training will continue to take place every Wednesday morning as well as twice-monthly Virtual Slack-Genome Integration training. As always, new hires will automatically be added into these virtual training sessions by our People Organizer team.
- Here's what we need from you! Office Tech will be sending all tech to your new hire's home. In order for it to arrive at least 1 day before their start date, the Office Tech team requires a minimum of 7 business days for the new hire task to be submitted. We really need everyone's help in ensuring we are able to set up our new hires for success.
- We hope that all Klicksters will take a moment to reach out to new Klicksters as well as each other, to remain connected during this time when we are working together virtually.
- If you have any questions regarding the orientation program, please reach out to Dave Holmes or Lauren Shiell.

f. For new employees who should be starting tomorrow what would you recommend as far as on-boarding at this time?

- For those starting the week or **March 9**, new team members can pick up their technology in the office. Our Systems team is working on a plan to get equipment to new employees moving forward and we will keep you updated on this.
- Our People Partners will be reaching out to all Klicksters who started this week to help ensure a smooth transition and we will also be hosting a virtual orientation program starting **March 17**.
- In the meantime, we suggest that your new team members explore Academy and Genome News to get up to speed on all things Klick. You may also want to encourage your new team member to write a POV that demonstrates our thought leadership.

g. In absence of an official in-person peer buddy, can we create virtual peer buddies or can we link-up new hires with team members who live nearby?

- Virtual peer buddies are a great idea and something we've been thinking about including in our soon-to-launch virtual orientation program. We do not recommend in-person buddy visits for the time being, but it's definitely a practice we may want to consider for the future.



h. How should we proceed in terms of recruiting more Klicksters?

- We suggest you continue to recruit based on the needs of your team's business. Our Recruiting and People Practices teams are here to help support you through this new virtual process. Please work with them directly.

i. What about co-op students starting in May? What should be communicated to them at this point as offers are being sent out?

- Effective **March 9**, we are in the process of reaching out to the schools with whom we have co-op/intern placements to communicate our evolving work situation and work with them on developing a solution that is amenable to everyone. We are also exploring designing a virtual co-op experience that can be valuable to both students, Klicksters, and our company. We will keep everyone posted on developments regarding the program as they become available.

5. Conferences:

a. What do I do if I am judging at a conference? (i.e. we have someone judging at an Awards show)

- Please cancel. We are closely monitoring the situations at all conferences as the conferences themselves make decisions on running them. If you are scheduled to judge or speak at a conference already, please speak to Lori or Leerom to discuss options. If you are being approached for conferences scheduled in the next 2 months, we ask that you decline under an abundance of caution. We will help ensure that you have plenty of opportunity to shine in these situations in the future.

b. What do I do if I am speaking at a conference?

- Please cancel.
- Effective **March 9**, we are currently not attending or speaking at conferences due to the evolving public health situation.

c. Can I attend conferences?

- We have initiated a ZERO conference travel policy, including events that were booked in the past, with the request for all these trips to be deferred. We are closely monitoring the situations at all conferences, as they make decisions on running the conferences.
- Effective **March 9**, we are currently not attending or speaking at conferences due to the evolving public health situation.



6. Team Offsites:

a. What do I do if I have a team offsite already scheduled?

- For the time being, all offsites are on hold until further notice. We very much hope that this situation will be contained in the next couple of months and that we can resume business as usual, but until it is safe to do so, we hope you understand.

7. Office Attendance:

a. Should I still be coming to the office?

- Yes. However, if you are feeling unwell or you are uncomfortable, we ask that you please default to working from home. We are operating under an abundance of caution.
- If you are sick, you **MUST** not come to the office.
- As of **March 8**, we would prefer and encourage all team members that can be productive remotely, to work from home. If there are things that are preventing you from doing so, please come in, but we ask that you inform Office Tech in order to ensure we prioritize those needs in our parallel business continuity implementation.
- For additional clarity, this recommendation applies to Toronto, New York City, and Philadelphia offices.
- As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and we are working virtually.

b. What if I am uncomfortable coming to work right now on public transit? Can I take an Uber?

- Klick will not be reimbursing expenses for commuting. Perhaps consider carpooling.
- As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and we are working virtually.

c. Can I still travel to any of our Klick offices, even if I am in the US?

- No, we consider interoffice travel as unnecessary and we'd like to restrict it so please pick a home office and have meetings with other offices virtually. We are operating under an abundance of caution.



- d. Since we are Level 8, does that mean an employee has been diagnosed with coronavirus (Level 7)? If so, which office was impacted?**
- No, as of **March 9**, we do not have anyone who has been diagnosed. Our offices are open, but we are encouraging you to work from home out of an abundance of caution given the rapidly evolving public health situation. The Levels do not always fall in sequential order, especially those that are determined by government control (e.g. school closures or public transportation).
- e. Will we continue to have company-wide daily updates?**
- Yes, effective **March 9**, we are hosting a daily virtual company meeting to ensure that our team is up to speed on any new developments and has the opportunity to ask any questions that you may have. We hope you find the meetings of value and assistance. We will keep you posted about any changes to the cadence of these meetings and appreciate everyone's ideas and feedback.
- f. We have our bi-monthly Developer's Meeting scheduled today. Should this be cancelled?**
- Effective **March 9**, we suggest you proceed with virtual Developer's meetings for the time being, using Zoom instead of a large, in-person gathering.
- g. I was expecting a package at the office this week. What's the situation with mail coming to the office?**
- Effective **March 9**, our offices are open so you should be able to get your package if it is important. That said, we encourage you to start directing any other deliveries to your home.
 - Effective **March 13**, please direct any deliveries to your home.
- h. For any upcoming interoffice travel that the Travel Team booked before these restrictions, should we initiate cancellation in Genome? Or is that being handled automatically?**
- Over-communication is always better. Please reach out to them.
- i. I noticed all of our cups have been collected and placed in temporary storage, including our personal mugs. How will we get them back?**
- If you need a personal belonging that may have been put in storage, please reach out to Louisiana or anyone on our Facilities team. Describe what you are looking for and what floor you are on so they can help locate the item(s).



j. If we collect our personal belongings at night and the lights are off, how do we turn them on?

- Some of our floors have lights with motion sensors and will automatically turn on while others require you to call a number and enter a code. For more details and instructions, please go to: [Genome](#).
- As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.

k. Will Reception still be open this week?

- Yes, our offices are currently open even though effective **March 9**, we are encouraging our team to work from home. We are looking into various Reception solutions in the event of an office closure.
- We closed our offices on March 13 and continue to work virtually, so effective **March 16**, we are routing calls coming into Reception to company-owned mobile phones. If you have a personal mobile phone and would like to use this service while we are working virtually, please update your [Genome profile](#) with your cell phone number (or register your number onto our Zoom phone extension template on the Genome page beside our #covid19-working-from-home channel on Slack). Note: Incoming calls will say they are coming from "Klick Inc" and directly patch-in the caller to you.

l. If I incur expenses while working from home will I be able to claim "work space in the home expenses" for tax purposes?

- We're working hard to ensure that employees don't personally incur material additional business expenses by working from home. We have determined that Canada Revenue Agency (CRA) has very specific qualifications in order to make a claim for tax purposes. [See their guidance here](#). In short, unfortunately, we don't expect any team members to qualify so, at this time, we don't anticipate issuing any T2200 forms for "Declaration of Conditions of Employment" to support such a claim. U.S. employees likely have a similar challenge supporting this kind of tax claim from the IRS and State governments. That said, we're getting expert tax advice on this to give the best possible guidance.

m. What is the success criteria for us to be returning to 'normal' work and social interactions at Klick?

- Much like our decision to encourage you to work from home ahead of the curve, our success criteria will be based on ensuring your health and safety above all. We'll be taking direction from the WHO and CDC with respect to resuming "normal" work operations.



n. Are our Klick University leadership training sessions still happening?

- We are working on developing virtual versions of the courses. We had that plan in our roadmap anyway, this just speeds things up a bit! Stay tuned for notifications!
- Effective the **w/o March 16**, we are beginning to conduct our management training sessions virtually. Our People Practices team will be sending calendar invites to participants.

o. Is our business affected as our various governments declare States of Emergency and shut down all non-essential businesses?

- No, these shut-downs enforce the closing of offices and facilities so that physical distancing can be achieved. Our business is NOT affected as we were first to transition to a work-from-home virtual operations model early this month, ahead of the curve and in an abundance of caution. We have been operating our business virtually for several weeks and continue to take care of our people and our clients.

8. Team Meetings:

a. Can I still have team meetings?

- Yes. We ask that out-of-office colleagues participate over Zoom.
We are trying to limit non-essential travel. We are all working virtually.

b. What is Klick's stance on after-hours events? Can I still socialize with my team after working hours?

- We love and encourage Klicksters socializing. However, given the rapid evolution of this situation, we ask that you consider pushing pause for the time being as we see how this plays out.
- Effective **March 16**, it is OUR EXPECTATION that all of our team members are practicing self-isolation fully. We believe this is the most responsible thing to do as citizens and will help the system cope with this pandemic. This is about everyone aligning/working together and recognizing that this is what's required to protect our parents, loved ones, the vulnerable, and healthcare professionals/first responders.



c. Can I still have team events? (i.e. do we push pause on proactive prevention?)

- We love and encourage team events. However, given the rapid evolution of this situation, we ask that you consider pushing pause for the time being as we see how this plays out.
- Effective **March 16**, it is OUR EXPECTATION that all of our team members are practicing self-isolation fully. We believe this is the most responsible thing to do as citizens and will help the system cope with this pandemic. This is about everyone aligning/working together and recognizing that this is what's required to protect our parents, loved ones, the vulnerable, and healthcare professionals/ first responders.

d. Can I still have team events if all of my team is local? (i.e. all in NYC, Toronto, or Philadelphia?)

- We love and encourage Klicksters socializing. However, given the rapid evolution of this situation, we ask that you consider pushing pause for the time being as we see how this plays out.
- Effective **March 16**, it is OUR EXPECTATION that all of our team members are practicing self-isolation fully. We believe this is the most responsible thing to do as citizens and will help the system cope with this pandemic. This is about everyone aligning/working together and recognizing that this is what's required to protect our parents, loved ones, the vulnerable, and healthcare professionals/ first responders.

9. Personal Travel:

a. What is our expectation here?

- We understand that you may have personal travel plans in place, especially with March/spring break around the corner. If you will be traveling domestically or internationally by way of major transportation hubs, please be vigilant and ensure you are aware of travel advisories. Please note that via an abundance of caution, upon your return, we may ask that you work from home for a period of time.
- Effective **March 9**, in order to protect the vulnerable, if you take personal trips, you **MUST** subsequently work from home.
- Effective **March 12**, we continue to strongly discourage personal travel given the very real risks that are escalating.

b. How are we handling employees returning from vacation?

- Effective **March 9**, team members returning from a travel-based holiday are required to work from home and they also need to self-quarantine.

c. What should we do if we already have plans for Personal travel outside the country as airlines are charging penalty fees for cancellation?

- Effective **March 9**, our recommendation is to defer travel to a time when the current health risk is over. Most airlines will allow deferrals. Unfortunately, we cannot cover personal costs.
- **Effective March 12**, we continue to strongly discourage personal travel given the very real risks that are escalating.
- **Effective March 16**, the Canadian government said it is imposing an international travel ban and is urging all Canadians to come home right away and self-quarantine for 14 days.
- **Effective March 18**, the Canadian and U.S. governments announced they are closing their borders for non-essential travel. We are also seeing airlines starting to shut down and strongly urge travelers to come home right away.

d. Given that people are starting to cancel trips and vacation plans, will there be any consideration from Klick for expanding our vacation carry-over policy to account for this?

- We still encourage people to use their vacation as earned so that they have opportunities to recharge and benefit from some R&R. For now, our vacation year-end (July 31) and carry-over policy remain the same.
- Effective **March 18**, we are exploring possible updates to our vacation carry-over policy and will keep you posted.

e. What is Klick's policy on personal travel policy now (March 12)?

- We continue to strongly discourage personal travel given the very real risks that are escalating right now. We advise you to err on the side of caution. Please consider that airlines are rapidly changing their policies and cutting flights as their demand decreases. These decisions are happening rapidly and will be out of your control. Last night, the U.S. government said they will be banning flights from Europe for 30 days starting on Friday at midnight (there are some exclusions). All of this to say, this is a fluid situation that can rapidly change. If you ultimately decide to travel, we have a mandatory 14-day self-quarantine upon your return for the safety of everyone.

- Effective **March 13**, the Canadian government is strongly recommending that Canadians not travel outside the country.
- Effective **March 16**, the Canadian government said it is imposing an international travel ban and will deny entry to non-Canadian citizens or permanent residents (Americans are currently excluded from this). The government is urging all Canadians who are traveling outside the country to come home right away and self-quarantine for 14 days.
- Effective **March 18**, the Canadian and U.S. governments announced they are closing their borders for non-essential travel and airlines are starting to shut down so we strongly urge anyone traveling to come home right away.

10. Personal Health:

a. Do I need to be scared right now?

- We understand this is a rapidly evolving situation. We have everyone's best interests in mind and so it is with an abundance of caution that we are taking these precautions. If you are feeling anxious, talk to us or call our Employee Assistance Programs (EAPs).

b. If I've used all of my sick days and I am feeling unwell, what do I do?

- We have a standard process in place to help you in these situations. Please refer to the Klickster Guide for your location and speak to your manager about any concerns.

c. In the event that any team member is diagnosed with COVID-19, will we be notified to get tested? How will it be handled?

- Effective **March 9**, we are encouraging everyone to work from home and on **March 13**, we closed our offices ahead of the curve to help avoid this situation and we are hopeful that by taking precautions, everyone will remain in good health. That said, if a COVID-19 Positive Case emerges, we will immediately inform the entire organization once confirmed. We will also share which floor and location were affected. To respect people's personal privacy, we would only be able to name the diagnosed individual with their permission.

- On **March 20** @ 6:54 pm, we advised all team members that we learned that two employees had received positive tests confirming their diagnosis. While Public Health authorities determined it was unnecessary for them to contact anyone else regarding their contact history because of the low risk of transmission, we erred on the side of caution and called the six individuals who were in the office at the same time as one of the affected team members. (The other exposure happened offsite after leaving the office to work from home, so no team members were at risk.) We have confirmed that these six people haven't had any symptoms and are in good health. Full details are included in the Communication we issued via email, and posted to our Updates channel and COVID-19 portal on Genome.

d. If an employee is diagnosed with COVID-19 and is ill, will that be considered short term disability? From the news, it sounds like some people recover in days and some people take weeks to get better. Will it be a person-by-person basis or will there be a special dispensation for COVID-19 cases?

- From what we understand, COVID-19 can take several forms. Some people may have mild symptoms where they're able to work from home; others may need a few sick days (we offer up to 6 paid sick days per year) to recover; while others may require hospitalization for several weeks. We provide general health insurance to support all employees in each situation. We are in the process of investigating Short-Term Disability Insurance options in the U.S., as U.S. employees currently have no such disability coverage until eligible for Long-Term Disability Insurance (after 90 days of disability). In Canada, sick leave beyond 6 days is automatically referred for adjudication to our expert disability management partner firm who will confidentially assess the requirements for Short Term Disability Insurance. Both programs have caps on the benefits they pay out. Please see the links in Genome for more information.
- Update: We have implemented incremental employer-paid COVID-19 Short-Term Disability coverage for U.S. team members through UnitedHealthcare (UHC), who will also handle any claim adjudication services. The plan will cover 70% of your base salary (to a maximum of \$2,000/week) after eight days of absence. Benefits will be provided for up to 13 weeks to coincide with the start of our optional, employee-paid, Long-Term Disability coverage. Given the urgency and the unprecedented situation we are in, we have worked to put this temporary plan in place as quickly as possible and we have backdated coverage to **March 1**. *Note: UHC requires approximately 10 days to get this configured. In the meantime, if you have any questions please email benefits@klick.com.*



e. Do our family and friends need to worry about being in contact with us at this point?

- We're trying to get ahead of the curve by encouraging everyone to WFH effective **March 9** closing our offices effective **March 13** (rather than being reactive later). We think this will make it safer for our team members and our families at home.

f. If our spouses work for companies that are slow to respond, can we share the Klick policy guidelines for recommendations of how to approach the situation?

- Absolutely. Please feel free to direct them to <https://covid19.klick.com/> so they can download our guidelines and let them know we will continue to keep this updated

g. What if someone in my household gets a positive diagnosis for COVID-19? What should I do with respect to work?

- Please notify us (your manager) as soon as you hear of any positive diagnosis for COVID-19 that has contact tracing that leads back to our employees (family, friends, etc.). We will need this information to make decisions and take further action for everyone's safety. And please let us know how you are feeling and how we can support you while you are under quarantine.

h. If we are low on hand sanitizer and can't locate any in stores, do you have any suggestions?

- We have lots of bags of Purell sanitizers that we have poured into small 2 oz bottles. These are available at reception in Toronto.
- As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.

i. What's happening with our payroll deductions for those of us who take advantage of off-site fitness club memberships?

- Effective **March 16**, we are suspending these payroll deductions. Given these deductions always take place on the 15th of the month, we are working with GoodLife Fitness to see if the payment made for March 15 - April 15 will be refunded or (more likely) just credited to when they re-open. We will no longer take payroll deductions until they re-open.

j. Is there any way to get prescriptions refilled a bit earlier than normal? I'm trying to be proactive and am 2 weeks early, but the pharmacy is telling me that my insurance won't pay for it.

- Thanks for letting us know about this issue. Our Benefits team has reached out to both our Canadian and U.S. insurance brokers and we are working to resolve this matter quickly. In the meantime, if you're really concerned about getting your prescription refills extended right away, please pay out of pocket and submit the expense to us asap. We'll handle the reimbursement for this period and square up with the insurance company ourselves later. Hope this helps.
- Update for US employees as of **March 14**: UnitedHealthcare has confirmed Early Prescription Refill support on their COVID-19 landing page. <https://www.uhc.com/health-and-wellness/health-topics/covid-19>.
- Update for Canadian employees as of **March 27**: Please submit the claim online in GroupNet. If it is declined, kindly email benefits@klick.com with your claim details (i.e. date of purchase, drug cost, date of decline, reason for decline). This way, you will not need to include your personal information on your expense report and we will work with Canada Life (formerly Great-West Life) to resolve the matter and have them reimburse you directly.

k. Can you remind us about our coverage for telemedicine benefits, such as how to access, hours, who to call etc. present plan?


- UHC has all their COVID-19 info posted online, including Virtual Visits which is their recommended telemedicine solution: <https://www.uhc.com/health-and-wellness/health-topics/covid-19>.
- In Canada, call [Telehealth Ontario](#) or contact your local healthcare provider before visiting.

l. Do our health insurance providers have a new digital option for submitting Benefits forms or do we still have to mail-in printed forms?

- Yes, all benefit claim forms can be submitted online. If you're having trouble, please reach out to benefits@klick.com.

m. What should we do if we get COVID-19, in terms of continuing to work, getting coverage, protocols for communicating with our teams, etc.?

- In the event that you test positive for COVID-19, you should prioritize your health and, as with any serious illness or injury, you should consult a healthcare provider and follow their advice for treatment. If that advice includes time off from work, please inform your manager as soon as possible.



You can use your sick days, or if extended time off is required, please contact your Craft's People Partner as soon as possible to initiate a Short-Term Disability application for disability benefits during your absence. From a team communications standpoint, as a rule we do not share any of our team members' health information out of respect for their privacy, however we think it's important during any medical leave to ensure their team knows their expected duration of absence to help plan for work coverage. (For more information on our Short-Term Disability plan, kindly review the Time Off section of the Klickster Guide on Genome, or contact your Craft's People Partner).

11. Technology/Equipment:

a. Can we come in to pick up our monitors/dongles/etc. anytime or is the plan to communicate some sort of schedule to minimize congregation?

- Yes, our offices are open but effective **March 9**, we are encouraging people to work from home. We are working on a plan for people to deliver things from the office. We are signaling to organization that we may soon be at Level 9. That said, we are not there yet. Please create a task [here](#) if you're taking company equipment home using the link is accessible on the Genome Safety Guidelines & Useful Links page.
- Effective **March 13**, we are closing the office ahead of the curve to ensure the ongoing safety and well-being of our team. Effective **March 16**, no one should be going into the office.


b. In the event of full office closure (Level 9), will we be able to physically access the office, for example, to pick-up additional hardware or download files from an onsite server.

- No. We anticipate that this could happen imminently. As such, please bring home any important personal items and those that you require for work daily.
- Effective **March 13**, we are closing the office ahead of the curve to ensure the ongoing safety and well-being of our team.

c. How should we handle devices (e.g. iPads for IVAs) shared by QA and Dev (and sometimes ED) for testing? Will we be stocking additional devices so each employee that may require one, can bring one home with them?

- SauceLabs provides a virtualized device service for QA. We will be providing SauceLabs accounts to anyone that needs access to test devices. For immediate needs, please sign up for a 14-day trial account at <https://saucelabs.com/sign-up>.

- You can use your klick.com or katalyst.com email address. We will be working out pricing with SauceLabs for longer term licenses over the next week, and will be communicating the process as soon as it is established. For any questions, please slack Sharmilla Sivasankaran.
- d. What is the policy regarding work phones? Can we expense our phone bills if we need to make calls to the US to get in contact with vendors/clients?**
 - Effective **March 9**, you will be able to expense specific line items for long distance for client work. We will not cover the cost of an entire mobile phone bill. Please note that Zoom has a 1-800 number that can mitigate most long-distance costs so we ask that you use Zoom whenever possible. We are also working on a potential other telecommunications solution and will keep you posted.
- e. If we'll be WFH for an extended period of time, is there any chance we may be able to expense part of our Internet bill?**
 - Effective **March 9**, if you do not normally WFH and need to upgrade your current Internet plan to unlimited to handle the increased usage for client work, we will require your previous and next bills so that we can reimburse the incremental cost of unlimited data during this unusual period. Please expense to the following cost center for tracking shortly: covid19 - Unlimited Internet.
 - Effective **March 19**, several Internet Service Providers have announced they are offering unlimited service during this crisis.
- f. Can we get documentation for VPN usage...a "How to Guide" to help those who do not have experience using a VPN?**
 - The link is accessible on the Genome Safety Guidelines & Useful Links page
- g. Is our Klick Office VPN different then the VPN that is being rolled out (as mentioned in the information session) or is that the same VPN but being rolled out to more people?**
 - The link is accessible on the Genome Safety Guidelines & Useful Links page.
- h. How can I access a Veeva CRM installation file for Windows 10? Is there a folder location for these installation files that I need access to?**
 - We are working on implementing this plan and will keep you posted.
- i. Will we get access to the Office servers through VPN or should we upload everything to GDrive?**
 - We recommend moving files that you use regularly to GDrive, but the VPN solution will allow access to office servers.

- 
- j. For the COVID-19: Monitor/Accessory Loan task template, are we allowed to bring home and borrow our office chairs (if we can transport it home)?**
- The link is accessible on the Genome Safety Guidelines & Useful Links page.
- k. After I put the task in to take home equipment, when can I come pick it up? Will there be a notification of some sort?**
- As indicated in the task template, the task is only for tracking purposes. Once submitted, you can pick-up your equipment at any time!
 - As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.
- l. Can I use Uber to transport my monitor home even though the company does not cover Uber for commuting?**
- Yes, first please reach out to the Travel team, let them know what items you are taking home and then you will be able to expense that trip.
 - As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.
- m. For those of us who live a substantial distance from the office, it may be less expensive to buy a new monitor than expense an Uber ride. Is expensing a new monitor possible in this case?**
- This seems reasonable but please check in with our Systems team first for asset tracking. We don't want to end up buying a load of monitors that we don't need.
- n. What are the minimum recommended internet speed requirements for working from home?**
- We recommend a high-speed internet with unlimited data. The specific bandwidth throughput requirements we expect to change depending on role requirements. More specifically, clearly some departments might handle much larger files. That said, in most major markets, a standard broadband connection with unlimited data should be sufficient.
- o. Is there an effective way to have cross-team or client meetings virtually that require whiteboarding? (beyond Zoom...)**
- We are working on providing guidelines and implementing solutions to improve whiteboard collaboration. We expect these plans to be ready over the next few days.
- p. Is there an effective way to tele-conference with partners using one master line versus multiple lines?**
- We are investigating a solution and will keep you posted.



- q. Is there a solution in place if we aren't able to pick anything up at the office?**
- We have a plan in place for delivering laptops and hardware for new hires. If you want to move your monitor to your home office, we ask that you make arrangements before 5 pm on **March 13** and submit a task in Genome to track hardware. Several Klicksters have been using a variety of means to do this and have posted on our WFH Slack channel.
 - As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.
- r. If we are moving to Level 9 tonight, do I still have time to pick up my monitor?**
- Yes, effective **March 13**, we encourage you to go today, tonight or this weekend, just in case the building locks down in future. Please remember to submit a task in Genome first to track hardware.
 - As of **March 13**, we closed our offices ahead of the curve to ensure our team's safety and are working virtually. Effective **March 16**, no one should be going into the office.
- s. What is the hardware return process for employees who are departing if the office is closed?**
- When a manager submits a departure task, it will trigger a number of teams and activities. The exiting Klickster be contacted by our Office Tech and People Partner teams to make the necessary arrangements to retrieve the items.
- t. For any open Office Tech tasks related to getting new equipment, how will we get these assets if the office is closed?**
- Please reach out to the Office Tech team. Rest assured, they will work with you to make sure your assets get shipped to your home address.
 - Effective **April 3**, you can also contact the team on our #officetech-support Slack channel
- u. If we're having tech problems, should we still call the tech hotline?**
- Absolutely - our Office Tech team is WFH but they're still answering the hotline and will be happy to help you out! You can also open an Office Tech task on Genome, if you prefer.
 - Effective **April 3**, you can also contact the team on our #officetech-support Slack channel
- v. What project on Genome should we use to expense transporting personal belongings/equipment home?**
- /Klick Inc/Operations/Facilities - covid19 - Uber for Equipment BB:752.



w. What project on Genome should we use to expense minor equipment, such as cables (that didn't make fiscal sense to transport)?

- /Klick Inc/Operations/Facilities - covid19 - Office Tech BB:754
 - **Just a reminder: Before you buy any technology for your home office with the intention of expensing it, please submit an Office Tech task so they can track inventory and approvals. Thank you!**

x. Are we making any changes to Zoom usage in light of recent news about security issues with the platform?

- Yes, effective **April 8**, we are adopting the following three separate practices to safeguard our meetings:
 1. Passwords are being used to prevent Zoom-bombing. These will automatically be added and embedded into the calendar invite with your meeting. It does, however, mean invitees, who dial in by phone, will be required to input the password.
 2. For meetings with clients who do not want to use Zoom, we are setting up Microsoft Teams accounts for our Client Service teams.
 3. We are monitoring the situation and our TRUST team is in direct contact with Zoom. We will keep you posted.

For more information on this matter, please go to our Company Updates channel on Slack.

y. Is it okay to use Zoom to connect with family and friends after work hours?

- While our employee handbook says that use of company equipment and tools should be used for business purposes, your mental health is important to us, especially during this period of physical distancing. That said, if you are using Zoom a lot to connect with family and friends outside of work hours, we encourage you to get a Free Basic account for personal use and offer these security tips:
 1. When booking a Zoom meeting with family or friends, don't use your 'personal meeting ID' and instead let Zoom create a new, random meeting ID every time (available on free and paid accounts).
 2. Leverage the password or waiting room features to add an additional level of security, and ensure only those with the password (or that you accept from the waiting room) can access the meeting.
 3. Finally, do not post Zoom meeting links to social media.



12. NYC Office:

a. Is the NYC office expansion still happening?

- Yes. We are staying the course and are excitedly looking forward to April as planned. If anything changes we will update accordingly.
- Effective **March 9**, we are still working on the plan to open the office. It looks like it will be impacted by people not being able to travel. That said, we look forward to celebrating the opening after the evolving public health situation is under control.

13. Possible School Closures:

a. What do I do if my children's school closes?

- See the Level 5 plan of the safety guidelines.

b. It's looking like schools may close—should we wait for that decision to come, or make some kind of proactive move?

- We recommend that you review CDC guidelines for family preparations as this is a covered topic. As such, we would advise that you begin to plan accordingly. An entire school system shutdown is a difficult political decision and therefore takes longer. That said, local decisions to shut down specific schools are already being made throughout the world. We can expect that to happen here too.
- Effective **March 12**, the Ontario government announced that public schools in the province will be closed for two weeks after March Break (March 14 through to April 5, 2020) due to COVID-19.

c. What about daycares?

- We recommend applying the same guidelines to daycare facilities as schools and follow CDC guidelines.

d. With school closures in effect, are there any resources that we can take advantage of to help ensure our children stay busy, engaged, and learning?

- We have been seeing many general educational resources being posted online but also want to do our part to keep Little Klicksters' education going as best possible. Effective **March 16**, we are looking into hiring tutors to conduct Virtual Classrooms for our team members' children. To help us plan and ensure we have coverage for various ages and grades, please complete the Tutor Registry form on the Genome page beside our #covid19-working-from-home Slack channel.



14. Virtual Workshops:

a. Who can help me deliver virtual workshops?

- Contact the People Practices team for how to run collaborative and virtual workshops at Peoplepractices@klick.com.

15. Travel:

a. If I can't fly, what does that mean for trains or any other public transportation?

- It is our goal to minimize mass exposure risk. Obviously international airports are high risk, as are the busiest train stations. At this time, it is our goal to reduce the unnecessary portions of this type of travel.
- Effective **March 12**, we continue to strongly discourage travel.

16. Klick It Forward:

a. Is there anything we can do to help people in need due to COVID-19?

- Effective **May 13**, we added the World Health Organization's COVID-19 Solidarity Response Fund to the list of charities in our Klick It Forward program. So if you have any available funds in your Klick it Forward basket, this is a quick and easy way to help. For more information on the fund, go to: <https://www.who.int/news-room/detail/13-03-2020-who-un-foundation-and-partners-launch-first-of-its-kind-covid-19-solidarity-response-fund>.

17. TRUST:

a. I have started getting odd emails about COVID-19— could these be phishing attempts?

- Sadly, global technology security experts are reporting a growing threat from emails and websites that promise important information about COVID-19 but instead are scams that push malware, ransomware, and misinformation -- and may be trying to steal passwords and other personal information. We urge you to only access COVID-19 information by going to trusted media outlets and health sources like the CDC and WHO. And as always, we urge you to use common sense and never provide any passwords or personal information online.



18. Media Inquiries:

a. Can we share this document with the media or do media interviews?

- Our Communications team is happy to share our plan and arrange interviews with the media upon request. We ask that should any media approach you that you connect them with our Comms team at pr@klick.com. That said, please feel free to share <https://covid19.klick.com/> with any friends or family members that might be interested in preparing.

We want to reiterate that our top priority remains the safety of our team. These are unusual circumstances and unique times. As such, we're evaluating our protocols as details continue to unfold and we learn more about COVID-19. Please be assured that we will continue to adapt our practices and update everyone at regular intervals.

Thank you for your ongoing support and consideration as we work through this.