



COVID-19

UPDATE

ARGO's business continuity statement regarding COVID-19 coronavirus:

By now all of us have been inundated with the headlines surrounding COVID-19. Coronavirus reports are impossible to miss and even harder to ignore. The Center for Disease Control (CDC) is reporting confirmed cases in over 100 different locations internationally, including cases in major cities across the United States. While the threat level for most is still considered low, the continued spread of the virus is very likely.

With all of this going on, ARGO would like to offer a few comments around our business continuity plan, support for your business and the steps we are taking internally to mitigate employee exposure.

First: The CDC has released guidelines for businesses to follow that highlights some best practices on limiting exposure (link below for reference.) Following these guidelines, Argo is actively implementing steps around precautionary hygiene practices, disinfecting workstations during each shift, encouraging sick employees to stay home, and recommending reduced travel of any kind, just to name a few.

Second: With over half of our U.S. staff currently working in virtual - at home operations, we have a business advantage of reduced likelihood of exposure versus group work environments; yet we are also encouraging related steps with these employees. Similar practices are being applied across ARGO's operations in six U.S. states, near shore support in Central America and offshore clinical support in the Philippines. Further, we have a capabilities plan to expand our virtual agent environment to nearly 80% of our workforce.

Third: What this means to our clients ... Our diverse sites, virtual environments and business continuity plans offer safety measures and better business continuity for our employees and client programs that may be threatened in more conventional operations. We are offering business continuity / disaster recovery (BC/DR) discussions with our clients if they need an expanded service plan to supplement their internal operations.

The ARGO team remains both hopeful and confident that we can continue a "business as usual" operational solution, even if the current situation should escalate further. Naturally, our response plans for both employee safety and business continuity will continue to evolve as further updates regarding COVID-19 become available. With a Facts Over Fear approach we will navigate this current concern together.

CDC Business Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

If you are a business owner or operator seeking to expand your business continuity or improve your customer engagement with an effective partner, ARGO is here to help. [Connect here](#) to schedule a brief discovery call with one of our senior experts.