

## GBS STATEMENT OF PREPARATION

With the growing requirements of physical and social distancing to limit the exposure of novel coronavirus (COVID-19), GBS is issuing this Statement of Preparation to address the possibility of an epidemic-event and provide you with an overview of our plans for mitigating and responding to the potential impact.

GBS' business continuity plan is designed to allow our labeling, print, marketing, technology, software and Revenue Cycle Management services to provide normal levels of service, given the scope and the current severity of the pandemic, and minimize impact to our customers and the level of service you have come to rely on. We do realize there are events beyond our control such as federal, state and local government which may restrict our ability to conduct business on a daily basis. We may also be confined by the limitations of our suppliers and the potential delays of shipping products to our facilities.

GBS has made preparations to deal with a public health crisis, including-identifying critical customer-facing activities needed to continue and ensuring adequate coverage for critical processes. Many of our employees have the capability to work remotely to maintain the infrastructure and management processes in place to mitigate daily disruptions and allow us to continue to operate effectively. In addition, we have identified essential positions in which employees must report to a facility in order to fulfill client needs. We have modified our operations to accommodate the restrictions by:

- Limiting travel to other GBS locations
- Modifying production shifts
- Limiting the number of employees onsite at any given period of time.

Finally, we have established emergency communication plans to avoid or mitigate delay in customer response times and will provide continued and relevant customer communications to keep you apprised of business continuity in the event of an epidemic. Additionally, GBS is dedicated to ensuring continued critical operations and customer service in the event of an unplanned business disruption.

We are confident that by developing a robust business continuity plan and proactively managing risk, we are well positioned to support your organization. At the same time, we are cognizant that the COVID-19 virus may cause future disruptions to our economy and limit every company's ability to service and support their customers. For this reason, we will continue to communicate with our employees, customers and suppliers as key events unfold.

If there are any questions or concerns regarding GBS business continuity preparedness for a pandemic, please visit our website at [www.gbscorp.com](http://www.gbscorp.com) or contact your client service representative for more information.

Thank you,

Eugene Calabria  
CEO and President, GBS Corp.