



Hill Hill Carter

Hill, Hill, Carter, Franco, Cole & Black, P.C.

Monday, March 23, 2020

To our valued clients, partners, & community members:

As COVID-19 continues to affect the global community, we would like to assure you that Hill Hill Carter remains fully operational. We are taking preventative measures to ensure the safety of our employees while continuing to provide services without disruption to our clients.

We want to update you on the steps we have taken to ensure business continuity for all of our clients as well as the action we are taking to slow the transmission of COVID-19 for the health of our employees, our communities, and society as a whole.

- **Business Continuity Plan:** We have a comprehensive Business Continuity Plan in place to ensure you will continue to have access to the resources and services you require. These plans were developed to cover any contingency that might interrupt day-to-day business, and have been updated to account for new challenges caused by COVID-19.
- **Remote Workforce:** Our attorneys and professional staff are equipped to work remotely with a limited staff currently working in the office while following safe distance protocols and recommendations. Retaining remote access to all work functions is a standard work practice for Hill Hill Carter and therefore you will see no change in our ability to maintain the level of service to which you have been accustomed.
- **Travel Restrictions:** We have instructed employees to leverage technology and conduct internal and external meetings virtually as much as possible. We have asked our employees to reschedule all non-essential travel plans and events, and we will continue to update our staff and workspaces with the latest health and wellness practices and tips provided by the United States Center for Disease Control.
- **Client Guidelines and Expectations:** We are continuously updating our Business Continuity Plan according to our clients' instructions and expectations of their vendors and outside counsel. We are meeting the expectations to minimize business interruption but also protect the health and safety of our employees and our clients.

This is an unprecedented time for everyone, and the situation is changing daily. We are committed to maintaining our business operations and ensuring that you will continue to receive the highest quality service from us.

We are fortunate that we can make these changes with no business disruption. Our hearts and thoughts go out to the people who have been affected by this event and we appreciate the

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healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus. We will continue to actively monitor the situation and share updates as needed. Please stay safe and thank you for your continued trust in us.

Sincerely,

DAVID W. HENDERSON
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