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Richard B. Schenkel
Founder, President & CEO

March 18, 2020

Mrs. Summer Menegakis
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Unidine Corporation
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Dear Summer,

Our teams are working hard to keep you well. As the Coronavirus continues to spread in the US, I am writing to assure you that the safety and well-being of all our clients' residents, associates and guests remain our top priority. Our Coronavirus Response Team, with representation from QA, HR, Legal, Operations and Communications, continues to closely monitor the CDC and WHO recommendations.

Routine cleaning and personal hygiene practices have always been the foundation in our approach to serving residents and associates. Our best-in-class sanitation standards ensure that we continue to take the utmost precautions. Our goal is to protect the continued health and safety of our clients' residents, guests, and team members by mitigating any disruptions to service where possible.

What Coreworks is doing:

- We have updated our long-established Emergency/Disaster Preparedness Plan, developed in conjunction with FEMA, to include a Pandemic Management Policy and HR Policy for Pandemic Absences.
- The Coreworks Coronavirus Response Team built an online central resource for all communications materials—available to our managers and includes a repository of policies, FAQs and talking points.
- Coreworks has enhanced our cleaning procedures by increasing the frequency of disinfecting human touchpoints throughout all aspects of service and working around-the-clock with our distributors and vendor partners to ensure you have what you need—when you need it.
- Team Members who voluntarily travel to any restricted geographies will be required to stay away from work for a period specified by the government, the company, or as requested by the client.
- **If your community is in need of people—or any type of additional supplies—we have the resources and bandwidth to fulfill and support both of those needs.** Our Response Team is

coordinating labor pooling solutions where locations have temporarily halted or limited services creating the availability of personnel to support other operations.

- In addition, our Supply Chain is directly coordinating with our vast network of partners on the availability of other supplies of any kind that you may need to ensure immediate fulfillment of orders if needed. We are monitoring daily the availability, capacity, and demands which continue to evolve day by day, ensuring we have rapid solutions for any immediate needs.

What Coreworks Unit Managers are doing:

- Elevating personal hygiene awareness, stressing proper handwashing techniques, and sneeze and cough etiquette
- Enforcing the Team Member Health Reporting Policy:
 - If an associate experiences flu-like symptoms, they are to stay home
 - If an associate has traveled to an area with confirmed cases of the Coronavirus, they are instructed to notify their manager immediately—and appropriate steps will be taken by the manager
- Minimizing outside vendor access and contamination risks

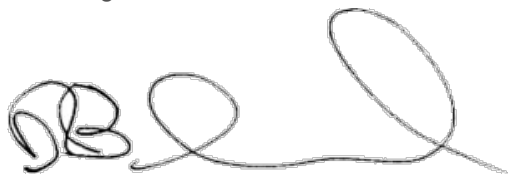
What our Coreworks Team Members are doing:

- They will stay home if sick
- Adhere to the health reporting responsibilities
- Any team member who has traveled to an area with confirmed cases of the Coronavirus to contact their manager immediately
- Practice proper handwashing techniques, and sneeze and cough etiquette
- Clean as they go and sanitize highly touched surfaces

We will, of course, adhere to your protocols should they be more rigorous than ours and we are happy to provide you with a copy of our Policy, Preparedness Plan, and supporting CDC fact sheets which have been supplied to all of our team members. Coreworks will continue to monitor the situation closely, and will provide updates as they become available.

Please don't hesitate to reach out to me with any questions.

Best Regards,



Richard B. Schenkel

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