

From: Franchise To Grow®

A Note From Our Founders

To our Franchise To Grow family. Here is our updated response to COVID-19

We've been thinking a lot about you lately – our clients, our executives, our employees, our work at home family, and our greater communities. Your health and safety are our top priorities and at the heart of every decision we make. We believe it's critical to do our part to help reduce the transmission of COVID-19. Here are some of the steps we are taking to protect everyone in this ever-evolving situation. We are working tirelessly to make sure that the services we provide are progressing on schedule. We have restricted our founders' on-site visits to online and zoom meetings for communication. And it's important for you to know our entire team is also still available when you need us online, by conference call and by telephone.

- We are diligently following guidance and best practices from the Centers for Disease Control and Prevention (CDC).
- Across all of our network of Clients, Regional Directors and franchise clients, we have increased staff and our client services team is readily available to answer any questions about your experience, work with you on your program using the safest communication and delivery options and will provide more information on the many precautions we're taking to protect your health and safety.

We are equally committed to taking care of our corporate teams

While the majority of our Regional Directors and corporate Executives are successfully working from home, our executive team continues to meet deadlines and clients' needs during these challenging times. We are proud to have a world-class team that is working quickly and safely to provide our clients with world-class services to ensure all commitments and deadlines are met. Our no-contact experience has allowed us to ensure everyone is well.

The majority of our employee base is successfully working from home and are up and running as our team continues to meet our clients' needs during these challenging times. We are proud to have a world-class team. Our no-contact experience and the use of technology has allowed us to ensure everyone is well connected and equipped to be totally productive and efficient while working remotely and spending more time at home.

- We have consulted a medical expert in epidemiology and infectious disease to ensure we are taking all necessary steps to protect the safety and well-being of our people.
- We are asking executive and team members to refrain from travel unless critical.
- We are providing resources to help employees modify how they work, including flex scheduling for caregivers and remote work wherever possible.
- We have created zoom meetings and forums to keep our team connected and up to date with information to help them stay healthy.

While the environment around us is uncertain, we take comfort in the fact that we have a world-class team and a compassionate and loyal community of clients. We stand ready to serve, and hope that our websites, apps, and social channels can be a source of support, inspiration, and solutions for you – because sometimes we all need a break from the news.

Thank you for being an important and valued part of the Franchise To Grow family.