

EXECUTIVE OFFICE  
One Jericho Plaza · Jericho, New York 11753-1663 · (516) 822-6230  
FAX (516) 822-6241



AMERICAN PARA PROFESSIONAL SYSTEMS, INC.

March 12, 2020

## **APPS Operational Bulletin – Re: Coronavirus Outbreak**

All of us are facing challenging times navigating what is a rapidly changing customer-facing business environment. The coronavirus (COVID-19) outbreak, which has now been deemed an official pandemic by the World Health Organization (“WHO”), has generated a need for special communication with you, your agents and applicants as well as stepped-up precautions to protect everyone’s health.

APPS has always prioritized the health and safety of both examiners and applicants. In light of the new coronavirus challenge and its heightened concerns, we have taken a number of additional measures including the implementation of our attached 2020 Pandemic Preparedness Plan for all our offices as well as enhanced preparation dialogue when we schedule exams as detailed in the attached March 11, 2020 Internal Operational Bulletin. We feel the latter will help put your applicants at ease as well as facilitate the protection of both applicants and examiners.

All APPS staff have been instructed to take the appropriate precautions and should it become necessary, work-from-home plans can be implemented throughout our organization to cover critical functions such as communications, tele-interviews, case scheduling, status updates, IT development and support, accounting and responding to customer inquiries. Examiners have been reminded to strictly adhere to established WHO guidelines (hand washing, personal protective equipment, etc.) at all times.

In addition to these safeguards, our fully redundant data center is located offsite in Pennsylvania within a secured facility. In a Continuity of Operations scenario, such as the containment of a specific geographic area, we have full systems backup should the need arise. Our Customer Support staff are strategically disbursed with locations in the Northeast, Midwest and West coast areas to ensure continued support of your service needs.

At this time, APPS has experienced minimal disruption to our services. It is our hope that with the implementation of our Continuity of Operations plans, Pandemic Preparedness Plan, and operational enhancements for the examiners in place, we will continue to provide our services with the least possible disruption. It is reasonable to assume that it may take longer to get exams completed in certain areas, especially those that have identified clusters of the outbreak.

APPS is staying current with WHO and Centers for Disease Control (“CDC”) bulletins as well as national and local government updates. This is a highly fluid situation and we will continue to keep you updated as the situation warrants.

If you have any questions, please contact your APPS representative and they will respond to you as quickly as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "James A. Fritz", is written over a large, stylized, circular scribble or flourish.

James A. Fritz  
President & Chief Operating Officer