March 16, 2020

Dear Client Leaders and Business Partners:

At Capitol Hill Management Services, the health and safety of our employees, their families, our clients, and business partners is our top priority. Following the suggested directives from federal, state, and local government, as well as the COVID-19 guidelines put forth by the Center for Disease Control (CDC), CHMS is activating its Business Continuity Plan at the start of business on Tuesday, March 17, 2020.

The CHMS Business Continuity Plan enables us to provide your associations and members with uninterrupted service as our nation combats this pandemic. This includes:

- Proactively monitoring the developing situation and complying with government guidance and directives and managing our staff work activities to limit potential exposure and safeguard their health.
- Enabling our employees to operate remotely and continue providing all services to clients: association management, finance, conference and meeting planning, and government affairs.
- Utilizing a secure cloud-based platform and internet phone system that enables employees to perform all functions as if they were at their office desk.
- Continuing client phone coverage, mail and financial services, including deposits and bill paying.
- Communicating regularly with our clients and ensuring that the firm's website and social media channels are kept up-to-date with information about CHMS. We will also be providing clients with useful information to provide to their members.
- Working in teams to assist with client coverage, should an employee be impacted by any health issues.
- Ensuring that all service vendors utilized by CHMS have business continuity/disaster plans.

We will continue to monitor the reports and requirements from the CDC along with local, state, and federal governments. Our focus, dedication, and support are unwavering as we navigate this challenging time. We hope you, your members, family, and colleagues remain safe and healthy.

Sincerely,

John A. Graziano, Jr.
President

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