

Dear Associates,

Every Friday since March 27th we have been hosting companywide calls where we share updates, the state of our business, and any other pertinent information. Our final scheduled weekly call is on Friday, April 24th and we will schedule future calls as needed to keep you informed on our business and our customers. We have found that these calls have been useful in keeping us connected and look forward to future companywide calls.

Information regarding the COVID-19 situation and AD will continue to be shared and updated, as necessary, on our new website *A-D.NEWS*. Please check the website often and reach out with any questions you may have. You may also continue to text questions anytime to the anonymous text line: 234-320-0652. We will keep this open until everything is back to "business as usual."

We continue to emphasize and follow government guidelines regarding "Social Distancing" for essential industries. Please review the guidelines that we have had in place at both DCs in order to keep us safe.

We have added the following steps to emphasize social distancing guidelines. They are as follows:

- No non-essential visitors or meetings at the DC.
- Breaks for all associates split up to limit the amount of people in the cafeteria at any given time.
- Internal discussions are being conducted via conference call with limited associates in an office or conference room.
- Splitting up shift start up meetings for warehouse associates to eliminate congestion pre and post shift.
- Sanitizer stations placed at entrances/exits and congregation areas throughout the building.
- Additional cleaning of common areas, door handles, etc.
- Regular decontamination of common areas and all tractors by an outside vendor.
- Clorox wipes being utilized on equipment, in trucks and offices.
- Information regarding hand washing and social distancing on electronic boards.
- No hand-shaking or physical contact.
- We must do our best to remain at least six feet apart from others in any setting.
- Exploring and enacting alternate work possibilities for specific positions outside the DC.

We all have a role to play in keeping our workplace safe. Thank you for your continued attention to the steps above.

Please do not hesitate to bring any concerns you have to Linsey Gray in the Human Resources

Department via phone (440.542.3406 or 330.883.8076) or in the office.

If you want more information or have questions please visit the CDC website at www.cdc.org OR call the Anthem 24-Hour Nurse Line → 1-800-337-4770