

March 12, 2020

Intelisent's COVID-19 Pandemic Preparedness & Business Continuity Plan

Our commitment

Intelisent's first commitment is to the health, safety and wellbeing of our employees and their families. We are equally committed to providing uninterrupted marketing, analytics and production services to our clients. To address the unique circumstances we are in today, we have a thorough business continuity plan (BCP) and pandemic plan. In addition, we require all subcontractors and suppliers to also maintain preparedness plans and BCPs. After careful review and evaluation of our own plans, and those of our partners, we do not currently anticipate any break in support levels.

If circumstances arise that may impact our service delivery that are out of our control (e.g., the US Postal Service suspends mail service), you will be immediately informed. As much as possible, Intelisent will attempt to anticipate and navigate any unforeseen scenarios that may impede services.

Our work from home policy

Intelisent is closely monitoring the Novel Coronavirus (COVID-19) developments and following guidelines set forth by the World Health Organization and Centers for Disease Control (CDC). Effective 3/13/2020, we have instituted a voluntary work from home policy that will extend until further notice. Our leadership team will be monitoring the situation and will meet on a regular basis to determine the need for any changes to this policy. Intelisent has the infrastructure and tools in place to allow our teams to conduct 100% of their work remotely, safely and securely.

Our travel policy

With respect to travel, Intelisent is also adhering to CDC guidelines. As many of our clients have done, Intelisent has limited employee travel to critical business travel only. Employees (or their household members) returning from international travel must quarantine for 14 days (or as long as deemed necessary by health authorities). Employees traveling within the US or North America, who believe there is any possibility they may have been exposed, are encouraged to work with Intelisent's Human Resources team to determine whether they should self-quarantine and, if so, when it is safe for them to return to the office.

Our health policy

Intelisent offers employees paid sick time and encourages them to use it whenever they are not well. Employees that are feeling well, but have reason to believe they could be contagious, are expected to work from home. Any diagnoses of COVID-19, flu or other serious illness, must be cleared by a medical professional before they may return to the office. Where necessary, we are supporting flexible work arrangements for special circumstances such as school closings or caring for ill family members.

We encourage all of our employees to adhere to the following best practices: wash hands often with soap and water for at least 20 seconds; use alcohol-based hand sanitizer when not able to wash hands; cover coughs and sneezes with a tissue and discard tissues; avoid touching faces, particularly eyes, nose and mouth; stay home when sick; and practice social distancing.

Our near-term plans

Right now, it is business as usual. We will continue to support our client's needs and are not anticipating any impact to timelines, deliverables, or budgets. This is a dynamically changing environment and Intelisent will continue monitoring and addressing any issues as needed to ensure flexibility with evolving conditions and will make certain that good judgement is applied. The Intelisent leadership team will continue to assess conditions, identify risks and come up with mitigation strategies. We will continue to do so as long as this situation persists. A copy of our BCP may be requested by contacting jeffa@intelisent.com.