

March 13, 2020

**RE: Toole Design's Coronavirus Preparations**

At Toole Design, one of our core values is providing the best possible service we can to our clients. In light of that commitment, we wanted to update you on our preparations and actions to the public health threat of the Coronavirus COVID-19 as well guidance from public health agencies to minimize the impact of this virus.

Our first priority is the health and safety of our employees, our clients, and the communities we live and work in. To ensure this, we have done the following:

- Effective March 16, we have instituted a company-wide work from home policy in order to minimize opportunities for transmission of the virus. Initially, this policy will be in place through March 31<sup>st</sup>. We will continue to monitor the situation for each of our offices and will respond accordingly.
- We have updated our internal Emergency Preparedness Plan to ensure we are doing everything we can to proactively protect the health of our employees in the light of the specific threat of COVID-19.
- We have adopted policies limiting staff travel and have provided guidance on participating in public meetings, and how to convert public and stakeholder meetings into online forums.
- We have communicated to our staff that they are not required to attend meetings if they are concerned about their own health and safety, including concern for impacts to their family and loved ones.
- We would be happy to provide you a copy of these policies upon request.

We want you to know that we are committed to minimizing disruption to our clients and our projects, and maintaining a seamless transition while working remotely. As one of the key measures to reduce spread of the virus is social distancing, we are undertaking the following steps:

- Equipping our staff with the connectivity and communication tools to be able to perform their work remotely as seamless as possible while continuing to collaborate with our clients and other team members, and providing ongoing IT support.
- Leveraging tools, techniques, and protocols to effectively (and safely) conduct stakeholder engagement for all potential scenarios- from small focus groups to large public meetings.
- Training our staff so that they are equipped to use these tools, including testing remote solutions on our different platforms before they are necessary.

We are committed to being proactive and continuing to provide the high level of service you have come to expect from us. We will be continuously monitoring this public health threat and updating our response as conditions evolve. Please don't hesitate to contact us with any questions or concerns.

Sincerely,

**Jennifer L. Toole** | President

**TOOLE DESIGN**

8484 Georgia Avenue, Suite 800 | Silver Spring, MD 20910