

TO: Team KRA

CC:

FROM: Knowlton Atterbeary

DATED: 03/18/2020

Re: Presidents Message March 17: Coronavirus (COVID-19)

The health and safety of our KRA employees, and their families, are my first priority during this COVID-19 pandemic. We are experiencing unprecedented cancellations, closings, and postponements of every imaginable type whether in businesses, schools, at some jobs, in sports and yes, in our homes. New COVID-19 developments are announced daily. We continually refine our response to the changing pandemic “fact-pattern” coordinating with our client agencies and government entities to best anticipate and plan a course of action minimizing any impacts on you, your family, and our partners. What are we doing?

First, we are collaborating with clients to implement adjustments to operations, which vary based on local circumstances, from “business as usual”, to a wholesale shift moving all customer interactions on-line. With a couple of exceptions, facilities in which KRA operates presently are still open for staff, with varying levels of service to customers. I anticipate circumstances will continue to evolve, and plan to respond accordingly. No doubt however, increases in COVID-19 infections nationally will result in significant changes to the US workforce system on a national basis.

Second, I anticipate the federal government passing COVID-19 related worker benefit legislation over the next few weeks. We are developing new policies incorporating the proposed requirements of the Families First Coronavirus Response Act, currently working its way through Congress. The Act will expand Family Medical Leave and also provide employees emergency sick leave pay should employment be disrupted by COVID-19, either directly or due to a job-absence for the caring of others. In the meantime, Human Resources is providing training to managers related to the implementation of telecommuting agreements, allowing work-from-home solutions across all operations and administrative departments where feasible. As a company, we will continue to monitor developing circumstances, and I have included this link [COVID-19](#), which is full of facts and figures for your information.

As stated above, my top priority continues to be the health, safety, and well-being of you...KRA's #1 customer, your family, and the jobseeker-customers we serve. I will keep you informed of changes impacting company operations as they develop. Meantime, direct concerns or questions to your Manager or Human Resource representatives for an immediate response.