

Readiness Communications Materials

As of 3/12/2020

Coronavirus Communications Overview

Integrity is aware of the continually evolving situation with coronavirus and is proactively taking steps to ensure the safety of our employees and continuity of critical business functions.

Integrity has proactively provided its partners with tools and resources needed to navigate the coronavirus outbreak, with information focused on employee health and wellness, prevention, readiness planning, and frequently asked questions.

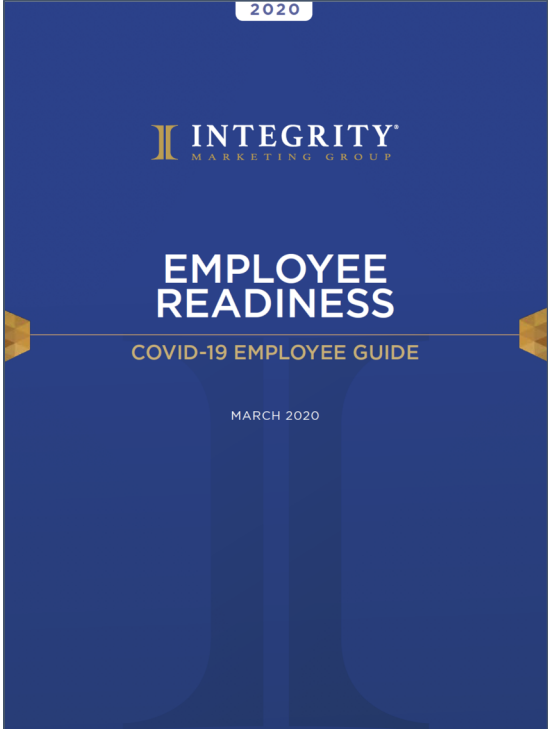
Ongoing staff-wide conference calls are occurring to keep employees and partners calm and updated on chances and potential impacts to their daily work life.

Communications Calendar

Communications efforts were prioritized against key audiences, including partners, managers and all employees to keep them informed related to readiness and business continuity plans being implemented for coronavius.

Communication	3/5	3/9	3/10	Forthcoming
Conference Calls & Email Communications	<ul style="list-style-type: none"> Partner Readiness call followed up by email - SUBJ: "Integrity Readiness Update" All employees email - SUBJ: "Important Health and Safety Update" 	<ul style="list-style-type: none"> Manager's call followed by email - SUBJ: "Integrity Manager Readiness Training - Presentation Deck & Resources" 	<ul style="list-style-type: none"> Sharepoint invitation via email to any non-active directory partner managers - SUBJ: "Integrity Manager Readiness – New Website + More Resources" Sharepoint invitation via email to any active directory partner managers - SUBJ: "Integrity Manager Readiness – New Website + More Resources" All employees call followed by email for Employee Readiness - SUBJ: "The Integrity Readiness Guide is here." 	
Employee Readiness Guide			<ul style="list-style-type: none"> Provided via email to all employees 	
Manager's Readiness Guide		<ul style="list-style-type: none"> Provided via email to managers 		
Employee FAQs		<ul style="list-style-type: none"> Provided via email to managers 		
Manager's Presentation		<ul style="list-style-type: none"> Walked through via conference call 	<ul style="list-style-type: none"> Provided via email to managers 	
Web Conferencing Guide			<ul style="list-style-type: none"> Provided via email to managers 	
Office Signage			<ul style="list-style-type: none"> Provided via email to managers 	
Readiness Online Hub			<ul style="list-style-type: none"> Provided via email to managers 	<ul style="list-style-type: none"> Addition of employee access to readiness hub External site for agent information

Employee Readiness Guide



2020

INTEGRITY
MARKETING GROUP

EMPLOYEE
READINESS

COVID-19 EMPLOYEE GUIDE

MARCH 2020

COVID-19 READINESS UPDATE

At Integrity Marketing Group, we're closely monitoring the risks associated with the global outbreak of COVID-19, commonly known as the coronavirus.

We're committed to the safety and wellbeing of our employees and business partners, as well as continuity of service to our agents and customers. That's why we've established an Integrity Response team to help manage the process of assessing risk and determining appropriate responses.

According to the Centers for Disease Control and Prevention (CDC), the immediate health risk from COVID-19 is considered low for the general American Public (workers in non-healthcare settings where work tasks don't create an increased risk of exposure).

We know the situation is fluid and subject to change. The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19 and make additional recommendations as needed.

Integrity Partner Readiness Plan

To help you and your family stay healthy, and to assist you in exercising good judgment in response to a potential outbreak of COVID-19 in the U.S., we've prepared the following set of guidelines. Please contact your manager if you have any questions or concerns. Your Integrity Human Resources team is also available to answer your questions at humanresources@integritymarketing.com.

Current CDC Risk Assessment

While there's no reason to panic about COVID-19, it's always a good idea to know what's happening so you can be prepared.

- For the general American public, the immediate health risk from COVID-19 is considered low at this time. However, we will continue to monitor updating assessment from the CDC. Please follow CDC updates at [CDC Website](#).
- People with elevated risk of exposure include:
 - Healthcare workers caring for patients with COVID-19
 - Close contacts of persons with COVID-19
 - Travelers returning from affected [international locations](#) where community spread is occurring

INTEGRITY

2

Overview:

A four page guide provided to employees that outlines the latest information on prevention and treatment, business travel policies, and direction should they have questions or experience illness.

The guide was provided following an all employees call introducing readiness plans.

Manager's Readiness Guide



COVID-19 READINESS UPDATE

At Integrity Marketing Group, we're closely monitoring the risks associated with the global outbreak of the coronavirus, COVID-19.

We're committed to the safety and well-being of our employees and business partners, as well as continuity of service to our agents and customers. That's why we've established an **Integrity Response Team** to help manage the process of assessing risk and determining appropriate responses.

According to the Centers for Disease Control and Prevention (CDC), the immediate health risk from COVID-19 is considered low for most Americans. We know the situation is fluid and subject to change. The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19 and make recommendations as needed. You can get the latest updates at www.cdc.gov/coronavirus.

Steps You Can Take Now

From the CDC

It's always a good idea to be prepared. Now is the time to consider ways you can help lower the impact of COVID-19 in your workplace in the event of an outbreak in the U.S. You should clearly identify and communicate your objectives, which include:

- Reducing the risk of transmission among your staff
- Protecting people who are at higher risk for adverse health complications
- Maintaining business operations
- Minimizing adverse effects on other entities in your supply chains

Some important details to think about when considering appropriate responses include:

- Disease severity in the community where your business is located.
- The impact of disease on vulnerable employees that may be at higher risk for COVID-19 adverse health complications. Inform employees that some people may be at higher risk for severe illness, such as older adults and those with chronic medical conditions.
- Possible increased employee absences due to illness in employees and their family members and/or school closures. You should:
 - » Plan to monitor and respond to absenteeism at your workplace. Implement plans to continue essential business functions in case you experience higher than usual absenteeism.

Overview:

A seven page guide provided to Integrity managers that outlines business continuity plans, readiness information, management guidelines, HR reminders and frequently asked employee questions.

Distribution followed a managers training conducted by members of the Integrity Readiness team.

Employee Readiness FAQ



The image shows a preview of an FAQ document titled "Employee Readiness FAQ" from Integrity Marketing Group. The document is divided into two pages. The top header features the Integrity Marketing Group logo and the text "INTEGRITY MARKETING GROUP READINESS" and "FAQs". The first page is titled "QUESTIONS RELATED TO TRAVEL:" and contains several questions and answers regarding travel limitations, non-essential travel, and international travel. The second page is titled "QUESTIONS RELATED TO SICK EMPLOYEES (GENERAL):" and contains questions about sick employees and confirmed COVID-19 cases. The document includes the Integrity Marketing Group logo at the bottom of each page.

INTEGRITY MARKETING GROUP READINESS **FAQs**

QUESTIONS RELATED TO TRAVEL:

Q: What travel limitations are currently in place?

- Integrity is limiting non-essential domestic business travel to reduce the risk of spreading of an undiagnosed COVID-19 virus or other illnesses
- Business travel is temporarily suspended to any country labeled Level 2 or 3 risk by the Centers for Disease Control and Prevention (CDC) — currently China, South Korea, Japan, Iran and Italy

Q: How long will the non-essential travel limitation last?

- Current plans are to limit travel through April
- Full length of the travel limitation will be determined as more information is available

Q: What type of travel is considered non-essential?

- Any travel for conferences or events
- Any travel that could otherwise be done via phone or teleconferencing

Q: What if I have international travel to a low-risk country already scheduled?

- Limit non-essential travel to low-risk countries
- If managers or employees feel compelled to travel to a low-risk country, or are unsure if such travel is essential or non-essential, they should exercise precaution and good judgment in consultation with the Integrity Readiness Team and the latest CDC guidance
- Upon returning, employees should exercise extra precaution — depending on the latest CDC guidance, employees returning from international travel MAY be asked to work from home

QUESTIONS RELATED TO SICK EMPLOYEES (GENERAL):

Q: How do I know if an employee is sick enough to not come to the office?

- Employees should avoid coming to the office if they have:
 - Symptoms of any acute respiratory illness
 - A fever of 100.4° F or greater using an oral thermometer

time they are home sick?

Paid-Time-Off (or Unpaid Time-off) while at home

to close the office, employees will receive their regular pay

need to stay home?

respiratory illness symptoms are no longer present for
ing fever-reducing or other symptom-altering medicines

have not been diagnosed with COVID-19 have to stay home?

fever or acute respiratory illness symptoms, they should
ot have a fever for at least 24 hours, without using fever-

CONFIRMED CASES OF COVID-19:

or someone an employee lives with tests

manager immediately and indicate how long the
mployee lives with has been sick

ntegrity Response Team
gna.com) and local health authorities

s noted below, Managers should contact all employees
mployee that has or may have been exposed to COVID-19
y, delaying start of the business day, or closing the office
ad

condition of employees who have a confirmed

disclosure of an employee's medical condition for any reason
to have COVID-19, employers should inform fellow
exposure to COVID-19 in the workplace, but maintain
y the Americans with Disabilities Act (ADA)

orker with confirmed COVID-19 should refer to CDC
a risk assessment of their potential exposure

partment the confirmed COVID-19 case is within?

- No, HIPAA regulations prevent disclosure of an employee's medical condition for any reason

INTEGRITY MARKETING GROUP 1

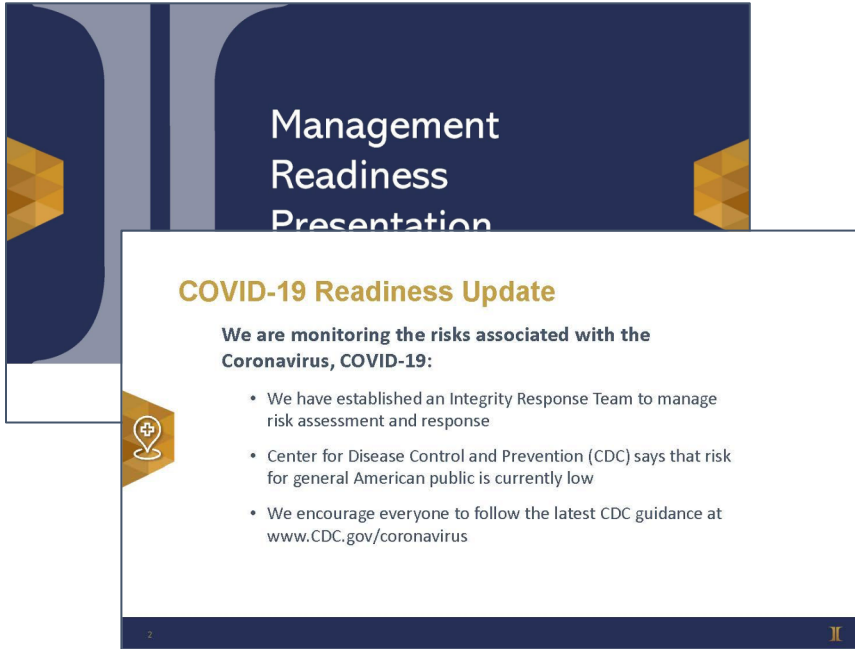
INTEGRITY MARKETING GROUP 2

Overview:

Three page FAQ document for managers to address anticipated questions related to travel, employee illness, Integrity's handling of confirmed cases, office cleaning and closure, and work from home policies.

Distribution followed a managers training conducted by members of the Integrity Readiness team.

Manager Readiness Presentation



The image shows a screenshot of a presentation slide. The background is dark blue with the title 'Management Readiness Presentation' in white. A white callout box is overlaid on the slide, containing the following text:

COVID-19 Readiness Update

We are monitoring the risks associated with the Coronavirus, COVID-19:

- We have established an Integrity Response Team to manage risk assessment and response
- Center for Disease Control and Prevention (CDC) says that risk for general American public is currently low
- We encourage everyone to follow the latest CDC guidance at www.CDC.gov/coronavirus

At the bottom left of the callout box is a small icon of a location pin with a crosshair. At the bottom right of the callout box is a small logo consisting of two vertical bars.

Overview:

Training presented by members of the Integrity Readiness team to managers, outlining items covered in the managers guide.

Content was distributed following the training to all managers.

Web Conferencing Guidelines

INTEGRITY MARKETING GROUP WEB CONFERENCING GUIDELINES

Reducing non-essential business travel is a key part of our response to COVID-19, commonly known as the coronavirus. Web conferencing is a smart and efficient way to conduct business remotely – and our RingCentral account provides us with a number of convenient meeting options. **If you don't have RingCentral in your office yet, integrity IT can assist you with getting those capabilities.** Please read on to learn more about the service options available to you.

WEB & VIDEO CONFERENCING – RINGCENTRAL MEETINGS

All RingCentral users have RingCentral Meetings included already, with support of **up to 100 meeting participants** by default. With RingCentral Meetings, you can:

- Present slideshows
- Share your screen (e.g. web browsers, Excel documents, etc.)
- Participate with or without video via web cameras
- Use computer or phone for audio
- Participate with audio-only (no video, no screen sharing) by dialing in from any phone

If you need to conduct a meeting with more than 100 participants, please notify helpdesk@integritymarketing.com to request an increase. This can be increased at several tiers up to 500 participants.

RingCentral Meetings QuickStart Guide: https://netstorage.ringcentral.com/guides/meetings_quickstart_guide.pdf

Training videos may also be found here: <https://knowledge.ringcentral.com/guides-and-videos.html>

AUDIO-ONLY CONFERENCING – RINGCENTRAL CONFERENCE

All RingCentral users have RingCentral Conference already included, with **up to 1000 conference participants** by default. With RingCentral Conference, you can:

- Host audio-only calls
- Permit everyone to speak
- Permit only those who unmute themselves to speak
- Prevent anyone but the meeting host from speaking

with a phone to join the meeting by dialing in with a number and

to host a conference call with more than 1000 participants, you will need RingCentral Webinar license (read below). Please notify helpdesk@integritymarketing.com to request this.

Webinar License Guide: https://support.ringcentral.com/s/article/Conference-Line-account?language=en_US

Webinar Touch Tone Call Control Commands: https://support.ringcentral.com/s/article/Conference-Calling-Touch-Tone-Commands-and-International-Dialing?language=en_US

1000 PARTICIPANT MEETINGS – RINGCENTRAL WEBINARS

RingCentral webinars for our users, with tiered levels of participant limits. Please note that this license tier will require management review requests to add these licenses. With RingCentral Webinar, you can:

• Host screen shares with up to 5000 participants

• Host interactive sessions with up to 5000 participants

• Host interactive sessions with up to 5000 participants

• Host interactive sessions with up to 5000 participants

• Host interactive sessions with up to 5000 participants

• Host interactive sessions with up to 5000 participants

• Host interactive sessions with up to 5000 participants

Overview:

A two page overview on how leveraging technology can limit the number of in-person meetings/interaction through webinars and web conferencing.

Distribution was completed after the managers training conducted by members of the Integrity Readiness team.

Reminder Signage

WELCOME

To help keep our employees and guests safe,
please answer the following questions:

- 1 Have you recently traveled to any of the following countries?
China, South Korea, Japan, Iran, Italy
- 2 Have you recently had contact with anyone who has traveled
to the countries listed above?
- 3 Are you currently or have you recently been feeling ill or
running a fever?

Thank you for your patience and understanding.



WE'VE PUT A HOLD
ON HANDSHAKES.



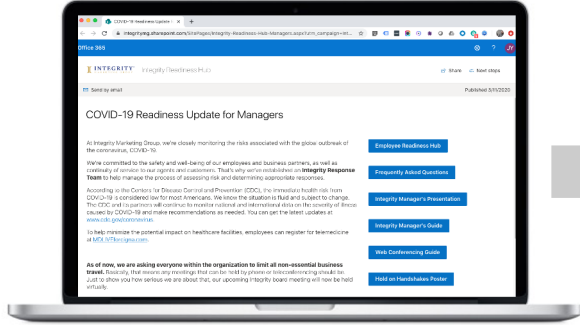
Greeting each other with a smile and
wave helps keep everyone safe.



Overview:

Signage provided for the front-desk/lobby area of each partner so to avoid employees/guests from putting others at risk and to provide suggestions for preventing spread.

Managers Readiness Online Hub (Sharepoint)



COVID-19 Readiness Update for Managers

At Integrity Marketing Group, we're closely monitoring the risks associated with the global outbreak of the coronavirus, COVID-19.

We're committed to the safety and well-being of our employees and business partners, as well as continuity of service to our agents and customers. That's why we established an **Integrity Response Team** to help manage the process of assessing risk and determining appropriate responses.

According to the Centers for Disease Control and Prevention (CDC), the immediate health risk from COVID-19 is considered low for most Americans. We know the situation is fluid and subject to change. The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19 and make recommendations as needed. You can get the latest updates at www.cdc.gov/coronavirus/.

To help minimize the potential impact on healthcare facilities, employees can register for telemedicine at MDU15telegenix.com.

As of now, we are asking everyone within the organization to limit all non-essential business travel. Basically, that means any meeting that can be held by phone or teleconferencing should be held to show you how serious we are about that, our upcoming integrity board meeting will now be held virtually.

If you have traveled to a country labeled Level 2 or 3 risk by the CDC, you need not come to the office and self-quarantine for 14 days. These countries include the following at this time: China, South Korea, Japan, Iran and Italy. You can also find the list of affected countries, plus the latest updates about coronavirus at [CDC.gov](https://www.cdc.gov/).

We are asking guests to our offices two questions upon arrival:

- Have you recently traveled to any country labeled Level 2 or 3 risk by the CDC?
- Have you had any contact with someone that has traveled to a CDC Level 2 or 3 country, shares a home with anyone that has traveled to one of those countries or has reason to believe he or she has come into contact with anyone with COVID-19?

For those who answer yes to either of those questions, we are asking to not enter into our office.

Finally, we can all take some very simple, common sense steps right now to help protect ourselves:

- Wash your hands frequently with soap and water for at least 20 seconds
- If soap and water is unavailable, use hand sanitizer that is at least 60% alcohol
- Avoid shaking hands — a smile and wave is a safe way to greet people
- Avoid touching your face — especially your eyes, nose and mouth
- If you're sick with a fever, stay home to avoid spreading illness with coworkers
- If you become sick with a fever while at work, go home immediately
- If you cough or sneeze, cover your mouth not with your hands, but with your sleeve or tissue — then throw the tissue away
- Regularly clean and disinfect surfaces in our offices and homes

Resources

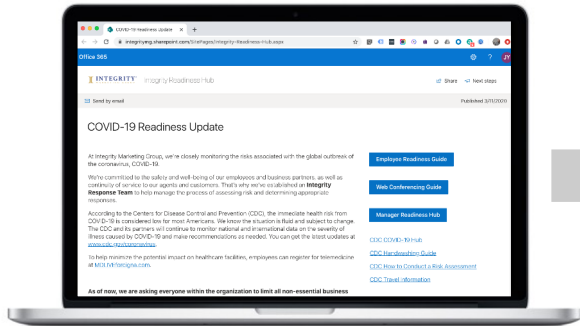
Home CDC Poster_Symptoms of coronavirus_Spanish	Home CDC Poster_Symptoms of coronavirus	Integrity Marketing Readiness Hub CDC Poster_Stop the spread of germs_coronavirus	Home CDC_What to do if you are sick with coronavirus disease 2019 (COVID-19)
Jake Christensen Created Feb 20, 2020	Jake Christensen Created Feb 20, 2020	Jake Christensen Created Feb 20, 2020	Jake Christensen Updated Feb 16, 2020

Purpose:

Online resource with all manager readiness information developed by Integrity and links to additional resources, including real-time updates from Integrity and the CDC.



Employee Readiness Online Hub (Sharepoint)



INTEGRITY Integrity Readiness Hub

COVID-19 Readiness Update

As Integrity Marketing Group, we're closely monitoring the risks associated with the global outbreak of the coronavirus, COVID-19.

We're committed to the safety and well-being of our employees and business partners, as well as continuity of service to our agents and customers. Trust that we've established an **Integrity Response Team** to manage the process of assessing risk and determining appropriate responses.

According to the Centers for Disease Control and Prevention (CDC), the immediate health risk from COVID-19 is considered low for most Americans. We know the situation is fluid and subject to change. The CDC and its partners will continue to monitor national and international data on the severity of illness caused by COVID-19 and make recommendations as needed. You can get the latest updates at www.cdc.gov/coronavirus/

To help minimize the potential impact on healthcare facilities, employees can register for telemedicine at tda.integrity.com

As of now, we are asking everyone within the organization to limit all non-essential business travel. Business travel means all meetings that can't be done by phone or teleconferencing should be cut to show you how serious we are about that. Our upcoming integrity board meeting will now be held virtually.

If you have traveled to a country labeled Level 2 or 3 risk by the CDC, you need to not come to the office and self-quarantine for 14 days. These countries include the following at this time: China, South Korea, Japan, and Iran. You can find the list of affected countries, plus the latest updates, about coronavirus at www.cdc.gov

We are asking guests to our offices two questions upon arrival:

- Have you recently traveled to any country labeled Level 2 or 3 risk by the CDC?
- Have you had any contact with someone that has traveled to a CDC Level 2 or 3 country, shared a home with anyone that has traveled to one of those countries or has reason to believe he or she has come into contact with anyone with COVID-19?

For those who answer yes to either of those questions, we are asking to not enter into our offices.

Finally, we can all take some very simple, common sense steps right now to help protect ourselves:

- Wash your hands frequently with soap and water for at least 20 seconds.
- If soap and water is unavailable, use hand sanitizer that at least 60% alcohol.
- Avoid shaking hands – a smile and wave is a safe way to greet people.
- Avoid touching your face – especially your eyes, nose, and mouth.
- If you're sick with a fever, stay home to avoid spreading illness with coworkers.
- If you become sick with a fever while at work, go home immediately.
- If you cough or sneeze, cover your mouth not with your hands, but with your sleeve or tissue – then throw the tissue away.
- Regularly clean and disinfect surfaces in our offices and homes.

Resources

See all

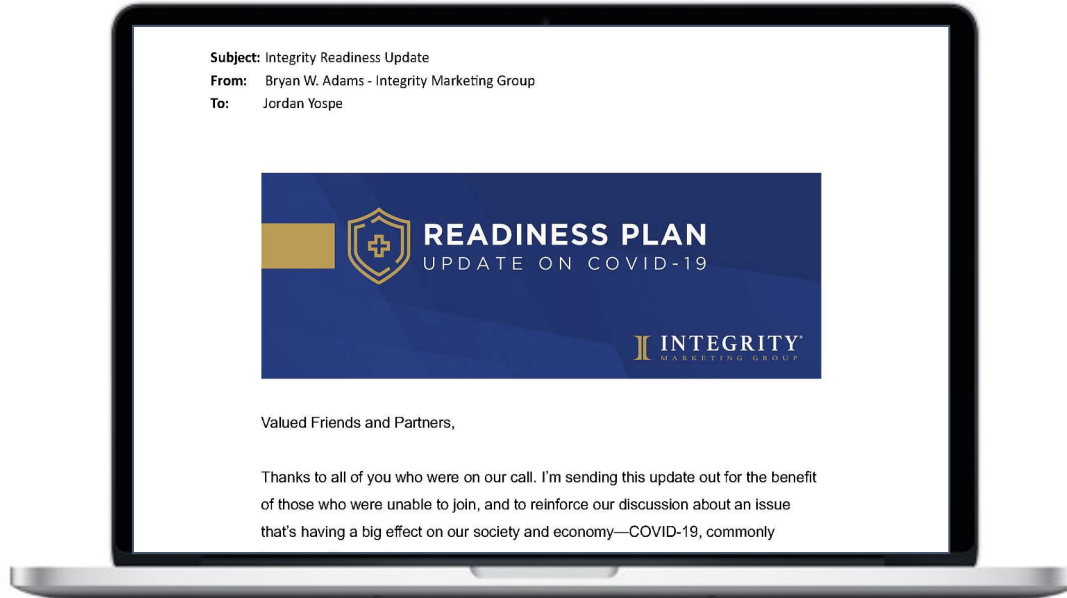
- COVID-19 HOW TO STAY SAFE IN A PUBLIC PLACE** (Updated Feb 26, 2020)
- COVID-19 STOP THE SPREAD OF GERMS** (Updated Feb 26, 2020)
- COVID-19 WHAT TO DO IF YOU ARE ILL** (Updated Feb 24, 2020)
- COVID-19 HOW TO STAY SAFE AT HOME** (Updated Feb 26, 2020)
- COVID-19 WHAT TO DO IF YOU ARE ILL** (Updated Feb 24, 2020)
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- COVID-19 WHAT TO DO IF YOU ARE ILL** (Updated Feb 24, 2020)

Purpose:

Online resource for all Integrity employees providing them access to appropriate information, links to additional resources, and real-time updates from Integrity and the CDC.



Partner Email Readiness Update

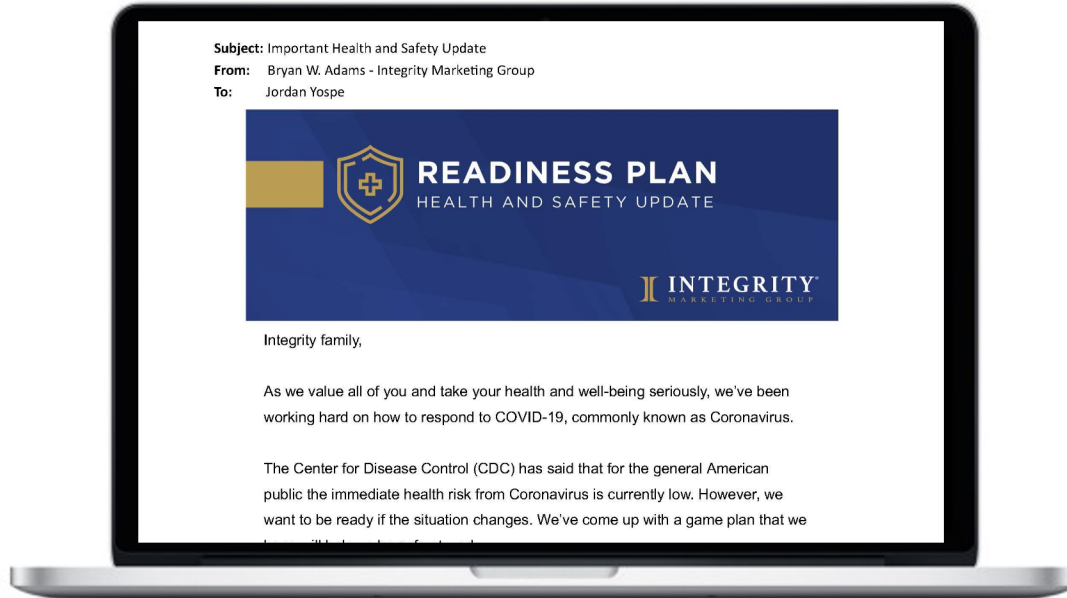


Purpose:

Communications sent to all Integrity Managing Partners following a Partners call, providing an overview on Integrity's business continuity and readiness planning and asking for their support.

Employee Email

Important Health and Safety Update



Purpose:

Email to all employees providing information on the virus, including areas of risk, preventative measures, questions to guests, and indicating information will be forthcoming from Integrity.

Manager Email

Readiness Training - Presentation & Resources

Subject: Integrity Manager Readiness Training – Presentation Deck & Resources

From: Integrity Readiness

To: Jordan Yospe



Integrity Managers,

Thank you for joining our Manager's Readiness training call today. We're very grateful for your commitment to helping us prepare for the potential impact of the COVID-19 coronavirus. The safety and well-being of you and your team members is our highest priority.

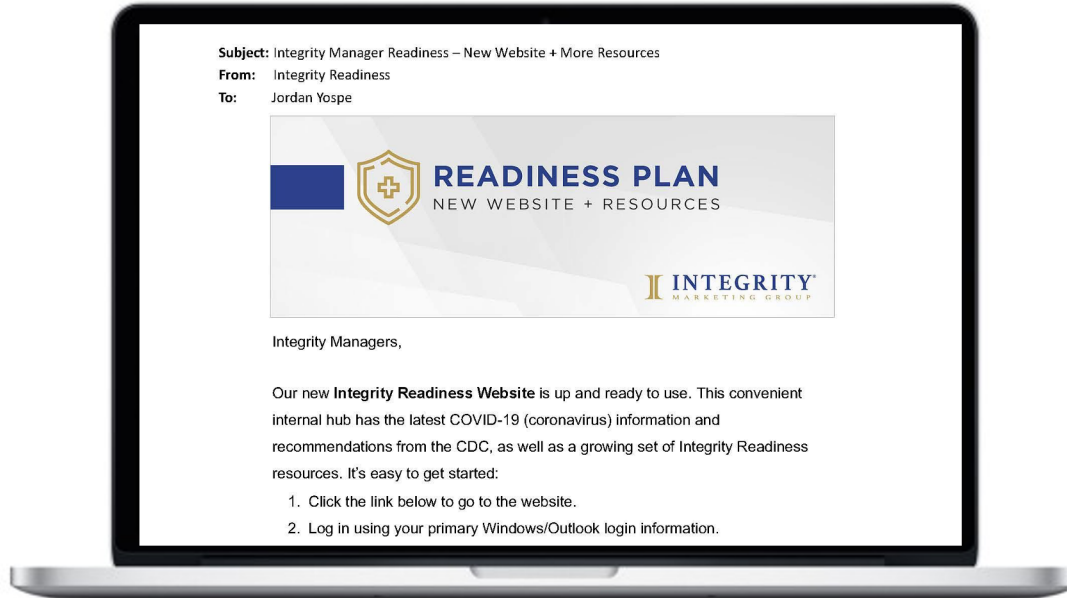
As promised, here is a link to today's full **Readiness PowerPoint** presentation:

Purpose:

Distributed to managers following a Manager's Readiness training. This provided managers the full presentation, manager's guide and answers to frequently asked questions.

Manager Email

Readiness Website & Resources

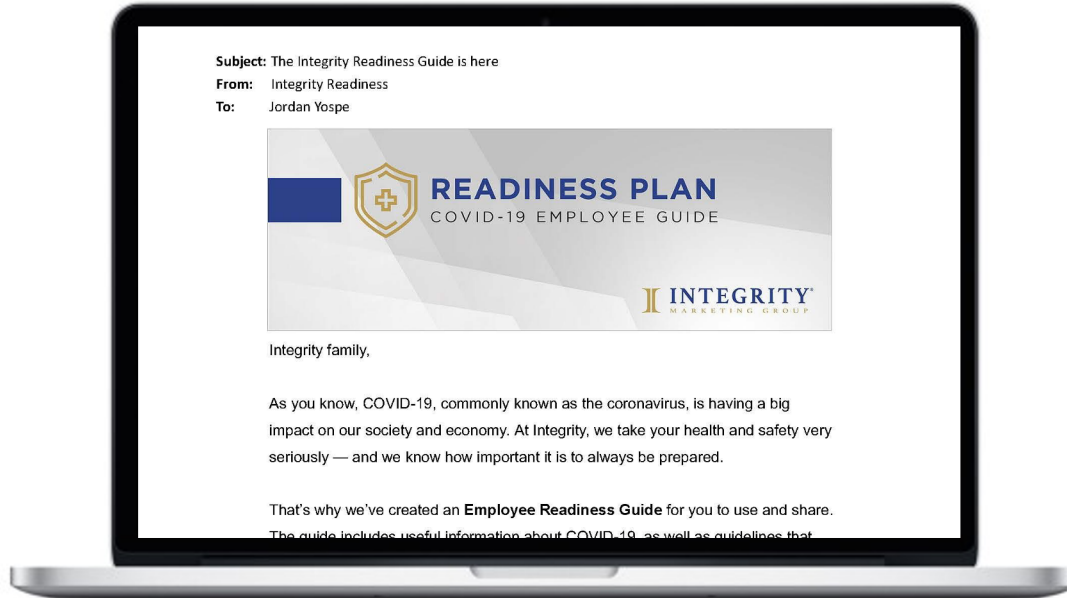


Purpose:

Information to managers following an all employee call. This communication provided links to the Integrity Readiness manager website, and access to the downloadable employee guides and web conferencing guides.

Employee Email

Employee Readiness Guide

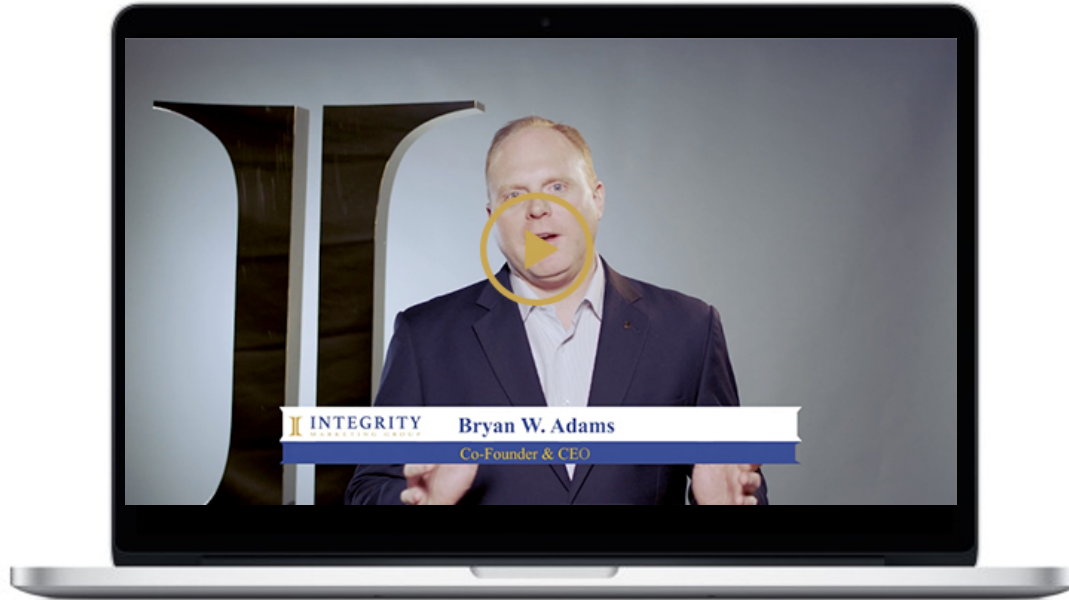


Purpose:

Information to employees following an all employee call. This communication provided employees access to the downloadable employee guide.

Employee Email

CEO Message



Purpose:

Information to employees following an all employee call. This communication provided information about business continuity as the crisis level has grown.

View here:

<https://vimeo.com/397457489/d27c918a8b>

Additional Information

Integrity is providing ongoing guidance to our partners as the situation with coronavirus is evolving. This includes consulting and information on the following topics:

- **Agent Communications** - Proactively providing information to their agents and downlines on steps they can take to prevent the spread of the disease
- **Thought Leadership** - External facing content for partners and agents on how we are approaching the situation and outlining proactive steps we are asking our employees to take to ensure the health and safety of employees and clients
- **Business Reassurance** – Building confidence with partners by reassuring the continuity of essential operational functions, including enrollment processing and commission payments
- **Business Continuity** - Proactively moving to enable all critical functions within Integrity to be able to work from home, if needed