



MEMO

To: Clients of the CORT Global Network

From: Adam Howard, Director of CORT Global

CC: Mark Koepsell, Jeff Rowe, Jon Harman, Melissa Arciga, Diana Roberts, and Angelique Lofton

Date: March 19, 2020

Subject: Coronavirus Update from CORT Global Network

Esteemed Clients,

As CORT continues to closely monitor the global developments related to the Coronavirus (COVID-19), our first priority is to maintain the health and safety of our clients and employees. As such, we have implemented enhanced protocols based on the latest information provided by the CDC. We provided more detail on those protocols in an earlier memo.

Each member of the CORT Global Network faces a slightly different set of challenges related to COVID-19 which have driven them to develop their own safety and health protocols in their respective markets. Their ongoing efforts have been guided by local and national government counsel as well as the best information available from health authorities around the world (WHO, CDC, etc.). CORT is maintaining open lines of communication with our global partners as we all work to adapt to this very fluid situation.

Due to the fact that members of the CORT Global Network are dealing with various governing authorities that are issuing regular updates with operating requirements and restrictions, it will be a challenge to provide completely accurate updates on adjustments to service offerings, hours, limitations, etc. While many of our partners have had to adjust their operating procedures in some form or another, we have specifically asked any partner that is considering suspending services entirely to inform us as soon as they've made a decision to do so.

If you have a specific inquiry on service status in an international market, please send your inquiry to global@cort.com.