

Connection COVID-19 Response

April 1, 2020

Thank you for your inquiry on how Connection is addressing the COVID-19 crisis. As we are seeing demonstrated every day, technology can be a powerful tool in challenging situations such as this. Connection's focus remains on serving the technology needs of our clients while ensuring the safety of our employees.

Connection's business designation

- The states in which we operate facilities have designated Connection an essential business and mission critical supplier to clients on the frontlines of the crisis. This includes our Technology Integration and Distribution Center in Ohio.
- The U.S. Department of Commerce has also designated Connection a prioritized defense-related contractor critical to the supply chain supporting military, energy, homeland security, emergency preparedness, and critical infrastructure requirements, under the Defense Priorities and Allocations System (DPAS).

Connection's business continuity plans

- Connection has established a task force that is meeting regularly to identify and quickly address current and potential issues arising from the spread of COVID-19 that may impact our clients, partners, and employees.
- The COVID-19 preparedness plans and business resiliency strategies we have put in place enable Connection to continue functioning with little to no impact to our operational capabilities.
- We are working with our partner community to help ensure Connection's supply chain remains sound. Connection currently sources technology products from more than 60 warehouse facilities across the country. If any facility is impacted, we can change the sourcing to an alternate location in order to keep our supply chain running efficiently and effectively.
- As a technology company, we are leveraging our experience and resources around mobility solutions to ensure our account management teams can continue to effectively engage with clients.
- Connection provides clients with 24/7 online access to streamlined product information, purchasing, and order tracking.

Connection's employees

- Because people are the heart of our organization, Connection has implemented a program to ensure their safety and well-being.
- Under normal conditions, 25% of our workforce is remote, with the remainder of our employees working in multiple sites across the country. Today, the vast majority of our workforce has shifted to a remote model.
- To ensure the health and safety of our employees who need to physically be in a Connection facility, we have instituted a series of precautionary measures, including:
 - We are following health and hygiene guidelines from the Centers for Disease Control and Prevention.
 - We have engaged an EPA-approved cleaning company who performs a full disinfectant cleaning for high-traffic areas on a regular basis.
 - We have acquired temperature scanning devices and hired a healthcare professional to conduct daily temperature screenings on employees before they enter a facility.
 - A COVID-19 Emergency Sick Plan has been implemented that provides additional sick days, should an employee or family member become ill and require care as a result of COVID-19.

If you have additional questions, please contact your Connection Account Executive/Manager.