



## COVID-19: A Note From Our President, Mike Brown

Dear Treasured Clients,

Since the news of the Coronavirus first broke, Travel Incorporated's focus has been on protecting the health and safety of our associates, families, customers and our communities. We are following the guidelines of the World Health Organization and CDC. Like many businesses, the impact has been particularly significant on the travel industry. Our business volumes are down over 80%. We are a financially sound company with owners who are both business minded and compassionate. Travel Incorporated is positioned to meet the challenges ahead.

Below are some important facts regarding our business continuity plans:

- \* Senior leaders have proven experience navigating emergency events. This team is fully engaged and supporting all lines of business.
- \* We made the decision to take any discussion of "layoffs" completely off the table for the next 60 days. Effective April 1, all associates will transition to a 32 hour work week and exempt associates compensation will be reduced by 20%. We are prepared to take additional action should conditions not improve.
- \* Strategically, our workforce and data centers have been geographically distanced for many years. This ensures a continuous workflow of support and services as regional coronavirus hot spots appear.
- \* Travel Incorporated applications and technologies deploy some of the very best data security measures and have enabled our associates to work seamlessly, without disruption.
- \* Travel Incorporated has been a leader in the virtual work culture for the past two decades. Prior to the coronavirus over 60% of our associates work virtual. Since the coronavirus outbreak, we have increased our virtual footprint to over 85%.
- \* Our team quickly provided customers with duty of care reporting and continues to provide additional reporting information so you can best assess your travel situation and business needs.

We are in this together. I realize your businesses may also be going through extreme challenges. Travel Incorporated will be ready to support your organization when business turns around - and it will get better at some point in the future. Together, we will get through this and come out stronger and wiser than ever before.

Warm regards,

Mike