



Brentwood Services Administrators' primary responsibility during the COVID-19 outbreak is to protect the health and safety of our employees and their families. Without our employees, we cannot provide the services our clients depend on.

As an industry leader in alternative risk management it is critically important that we maintain normal business operations as seamlessly as possible during this time. We can assure our clients, claimants, policyholders and other business partners that all of our operating systems are accessible, and we will remain responsive to your business needs no matter where we are physically working. Many of our employees have utilized their ability to work from home for many years, so this arrangement, along with our business continuity plans, have been in place long before the COVID-19 outbreak.

We have been proactively monitoring the situation and wanted to share some of the steps we are taking to keep our employees, customers, partners and communities safe and healthy. These steps include:

- **Employees who become ill, or whose household members become ill with COVID-19 symptoms, will be asked to stay home. We also have asked our employees to self-quarantine if they, or a household member, has been in direct contact with someone who has tested COVID-19 positive.**
- **Sanitizing and disinfecting of our facilities on an ongoing basis to ensure staff who cannot work remotely stay healthy.**
- **Limiting office visitors to essential vendors only.**
- **Encouraging employees to work from home temporarily until further notice.**
- **Suspending all business travel.**

Our decision-making criteria will evolve as new information is received. Brentwood will continue to actively monitor the recommendations from the health experts at the Centers for Disease Control (CDC) and the World Health Organization (WHO). For now, these policies will remain indefinite, and we will continue to monitor and make the necessary changes to our business processes as circumstances continue to change.

Jeff Pettus
President/CEO

