



March 16, 2020

Dear Novo Clients, Contacts and Partners,

This is an incredibly unprecedented time and it requires clear communications and collaboration as we all navigate the global impacts of COVID-19. The ambiguity can be very uncomfortable and challenging. Of utmost priority is the public safety as we issue guidance on Novo's talent acquisition and other programs. We've been working very closely with our clients and candidates over the past week to determine the best course of action to ensure we provide safety while also ensuring we help businesses remain strong and active in their critical people initiatives. We know this too, shall pass and want to keep you moving forward.

**Novo Group Guiding Principles** - The COVID-19 directives from government and other sources have continued to evolve through the end of last week and over the weekend. Novo has determined the following guidance through 3/22/2020 and will evaluate the following weeks as information is updated and available.

- **Remote Work 3/16/2020 – 3/22/2020** - Novo will continue to deliver our services during our instituted remote work week in support of social distancing efforts. Fortunately, our work is regularly performed in this fashion and should not pose any significant impacts on the communication and results you've come to expect from us.
- **Business Travel and Meetings** -
  1. Business meetings will be conducted by phone and/or video conference vs. in-person.
  2. Novo is cancelling all group meetings, events, roundtables, etc., including the April 2<sup>nd</sup> group executive roundtable in Milwaukee that will be postponed to a later date.
  3. Novo will offer several webinar opportunities as we remain committed to continuing education and sharing market insights in creative formats.
  4. We are asking our clients to reconsider in-person interviews, coaching meetings, training and other activities and instead utilize phone and/or video options.
    - a. Novo can provide you with Zoom coordination during this time if you need assistance in scheduling video interviews, coaching sessions or other remote meetings.
    - b. Your Client Service Leader and/or Recruiting Consultant will be reaching out to you to understand your organization's policy during this time related to candidates and other human capital programs.

In the spirit of safety of all our employees, clients and candidates, we want to share these proactive measures and will continue to monitor the situation as it evolves. If you have any questions or concerns, please reach out to me or any of the Novo team. Wishing you and everyone a safe and healthy path ahead.

Warm Regards,

A handwritten signature in black ink, appearing to read "Kelly M. Renz", written in a cursive style.

Kelly M. Renz  
President & CEO