

March 11, 2020

As a valued partner of SFM, we know that you look to us for expertise and answers. Like many other organizations involved in keeping our communities safe, we at SFM have been keenly following the outbreak of coronavirus disease 2019 (COVID-19). I want you to know that your work comp experts at SFM are prepared as always to address your questions as they arise, including concerns regarding the potential impact of COVID-19 on your workforce and its relationship to workers' compensation. If you have questions about this, I encourage you to rely on your contacts at SFM to have accurate, up-to-date information on the topic.

As the coronavirus situation develops, SFM remains on high alert while closely following updates and recommendations from the Centers for Disease Control (CDC) and the World Health Organization (WHO), as well as state and local authorities. We will continue to update our response and documentation as necessary during this rapidly-evolving situation.

Moreover, we recognize that our policyholders and agency partners depend on SFM to provide a consistently high level of service, and we are working hard to minimize disruption to our business operations during this outbreak.

To provide for sustained operation during such events, SFM has in place a tested and ready Business Continuation Plan (BCP). The plan includes all the necessary provisions to maintain the services required to fulfill our responsibilities as a workers' comp insurer. SFM's leadership is meeting regularly to assess the actions needed to assure successful continued operation. Any necessary adjustments to procedures within the organization are being communicated to staff immediately.

Thus far, SFM has implemented the following specific measures:

- Circulated information to all employees to educate on best practices to avoid the spread of virus.
- Reinforced and distributed hygiene supplies and instructions throughout our offices.
- Reviewed and emphasized sick leave policies to prevent unnecessary contact with individuals who may have been exposed to the coronavirus.
- Taken measures to minimize employee travel for work.
- Put contingencies in place to enable staff to work from home in the event of a closed or quarantined office.
- Worked with outside vendors to mitigate the impact of their potential unavailability.

Thank you for your understanding and your continued support as we work hard to ensure the safety and health of our employees and the many stakeholders they serve. I want to assure you that I have the utmost confidence in the readiness of SFM's leaders and staff to rise to this occasion.

If you have any questions about SFM's response to the coronavirus situation, please don't hesitate to reach out at any time.



Terry Miller
President and CEO