

Dear Valued Customer:

As Coronavirus (COVID-19) cases continue to rise around the globe, the Riverside team is closely monitoring the situation and any potential impacts on our ability to deliver industry-leading service, support, and insights to your organization. We have developed business continuity plans to ensure that your organization can rely on us to ensure a smooth assessment experience.

With the spread of Coronavirus, we have taken additional steps to mitigate the risk and ensure that our teams, our fulfillment and data centers and our services can continue to support you without interruption.

We have taken the following proactive actions:

- We are monitoring news updates to track the impact to your organization (i.e., school closings, event cancellations, etc.), so that we can align our service and engagement model with the latest official guidance.
- We have equipped all employees who field phone calls with softphones installed on their laptops, which will enable them to answer calls and support you from home or work.
- We will continue to support digital learning, with webinars
- For our warehouse and scoring centers, we have contingency plans in place to maintain our service and delivery. However, we may have to temporarily suspend operations in extreme circumstances.
- We have equipped our employees with the ability to work remotely, ensuring continuity of services.
- We are monitoring all company events and meetings and handling them on a case-by-case basis to ensure everyone's safety and health.
- We have placed sanitizing stations in all our offices, and all company areas where employees are in physical contact with customers or vendors will be thoroughly sanitized daily.

We remain committed to your ongoing professional learning and development. Join us for our **virtual insights sessions**:

- [Clinical and Special Needs Insights](#)
- [K-12 Ability and Achievement Insights](#)
- [Progress Monitoring and Response to Intervention \(RTI\) Insights](#)

Your business and the safety and health of our employees are our top priorities, and we will continue to evaluate our people, processes, and services to ensure we're doing everything we can to support you through this evolving situation.

If you have any questions, please don't hesitate to reach out to us at COVID-readiness@riversideinsights.com.

Thank you for helping us continue to elevate human potential as we explore creative solutions to unlock opportunities amidst this global challenge.

Your team at Riverside Insights