



**Dearman Systems, Inc.**

6137 E. Grant Rd.  
Tucson, AZ 85712  
Phone: 520.298.1677  
Fax: 520.722.6126  
www.dearmansystems.com

March 16, 2020

Dear valued clients,

Dearman always focuses on ensuring our clients have support for all business needs during regular business hours and 24/7 access for urgent/critical business needs. Our aim is to be a reliable partner for all of our clients' needs. This goal does not change in the event of a disaster. In light of the growing concern over COVID-19 in the United States, Dearman has decided to enact a remote work policy with all of our employees, including our support staff. Effective immediately, all non-support staff have been instructed to work from home. To ease the transition, our support team will be remote starting later this week. Please review our disaster plan notes below and Dearman will be in contact once again when operations return to normal.

Dearman's disaster plan:

1. Dearman offices will be closed and all employees will have the ability to work remotely from their homes. All employees will have their office numbers forwarded to their cell phones in order to be reached outside of e-mail.
2. Employees that are not sick will be expected to work their usual hours. If an employee becomes ill and cannot work, they will create an out of office e-mail reply with instructions to contact alternate Dearman resources to address your needs.
3. After hours support will remain the same. Between the hours of 4:30 pm and 8 am Arizona time, please continue to follow existing procedures for obtaining support. Note: Arizona does not observe daylight saving time.
4. During business hours, support will continue as close to normal as possible. Continue to send non-urgent issues via e-mail to [support@dearmansystems.com](mailto:support@dearmansystems.com). E-mail will be monitored as it is today. Urgent issues should still be directed to our office number, 520-298-1677 and follow the prompts for support. Dearman uses a service to route your phone calls to our support staff directly at their homes. If your call is not picked up, leave a message as you would today and our support team will call you back as quickly as they can.

As always, please do not hesitate to reach out if you have questions or concerns.

Thank you,

Les Dearman

President and CEO