



March 20, 2020

TEAM,

If you've received this letter, your hours at HCT have been completely suspended. This decision is the hardest I've ever made at HCT. *You* are the reason I built the company – to create an extraordinary employment experience for an extraordinary person like you. In this time of uncertainty, we're working tirelessly to honor that promise – the guidebook that follows is our first step.

Due to the spread of COVID-19 in our community and in our country, this decision became necessary. Alongside mandated shutdowns, limited customer activity, and generally, tremendous uncertainty, it became evident that many of our team members, just like you, would be better off if we were to temporarily lay them off. This makes you eligible for significant government relief and rapid unemployment compensation. We believe this approach will provide you more stability than any wages you could generate at HCT.

If you take anything from my note, let me be clear. You are still a member of this team. Beyond this communication, our HR team, managers, and leadership team are at the ready to support you. We'll weather this storm together, however long it takes. And I know we'll come back better than ever.

With gratitude,

Joe DeLoss, *Founder*