

LSA Coronavirus Precautions and Business Continuity (3/10/2020)

Over the course of the last few weeks, LSA has worked diligently to ensure that our contingency plans in place will allow us to continue to serve our Clients in the event of a more widespread outbreak of COVID-19. While our Corporate Headquarters in Horsham, Pa is currently open for business, in the event that our office is impacted by COVID-19, **our team members will continue to be able to meet the needs of our Clients while working remotely.**

LSA has a governing Master Business Continuity Plan (MBCP) that we continue to reference and refine specific to the COVID-19 outbreak. LSA is currently operating under a Level 2 MBCP status with preemptive actions, including:

- Restricted business travel
- Social distancing
- Movement of Key Personnel offsite
- Transition of Call Center Operations to Stage 2
- Institution of a COVID-19 Crisis Response Committee that meets daily
- Expanded technology resources to accommodate potential additional system demands
- Limiting all non-essential visitor traffic to LSA facilities

Please be assured that this issue is a top priority of LSA Management as we continue to closely monitor current developments and meet on a daily basis to discuss LSA's preparedness plans and actions. Our Managers have designed specific action plans to address developments both under our control and those dictated by Federal and or Local Governments. All actions taken are with the intent to ensure the health, safety and welfare of our Employees, Clients, Suppliers and Partners as well as the continued successful operation of our Business.

Our intention is to keep LSA's operations fully functioning during any disruption period.

LSA does not route its call traffic through a single large call center, resulting in a lower chance of business interruption from a rapid spread of any contagious disease. Along with the other steps we are taking, this model is intended to minimize potential interruptions to your business.

We will continue to monitor the situation closely and adjust our tactics as needed, with a goal of eliminating any negative impact to our Clients while ensuring our Employees are protected.

For more information on our coronavirus alert and safety planning, please view our blog post [Ensuring Language Services During the Coronavirus Outbreak](#).

As always, we are truly grateful for the opportunity to serve you.