

## GERSTCO SERVICES & OPERATIONS DURING THE SHELTER-IN-PLACE ORDER

### To Clients, Business Partners and Associates:

As a result of Santa Clara County's Shelter-In-Place Order issued by the Public Health Department, Gerstco is immediately complying by having all employees currently working on-premise at our Campbell office, to now work remotely until further notice. This Order is in effect until April 7, 2020.

To serve all our clients and assist with their needs temporarily, Gerstco employees who now will be working remotely, can be contacted via their work phone numbers, as usual. If we have previously scheduled in-person meetings, we will request a change to the meeting format to be online at the same time. The Campbell office is not open to accept in-person or walk-in meetings.

All Gerstco systems and processes are monitored and protected by our IT network Partners. We are fully operational during this time. Going forward, Clients should experience no break in service and a 'business-as-usual Operations format. In the event you experience an unusual delay in response or service, please do not hesitate to email or contact me directly (408.888.3413). Below is some information on how to contact Gerstco.

For your convenience, there are several ways to contact us:

**Gerstco Business Hours:** Our usual business hours are: Monday–Friday: 9:00am – 5:30pm.

**Response Time:** Current Clients can expect a telephone response time of 1-3 hours in a non-emergency. For an emergency, please contact us via office phone numbers or my Direct line, above.

**Email responses** would be the same day or sooner if it is an urgent or compliance matter.

**Phone** – During normal business hours please call our general number **(408.973.1366)** and select the extension of the employee you are trying to reach. If you are calling after normal business hours, please leave your number or information on how we can reach you.

### From the SCC Order:

**“All businesses with a facility in the County, except Essential Businesses as defined below in Section 10, are required to cease all activities at facilities located within the County except Minimum Basic Operations, as defined in Section 10. For clarity, businesses may also continue operations consisting exclusively of employees or contractors performing activities at their own residences (i.e., working from home). All Essential Businesses are strongly encouraged to remain open. To the greatest extent feasible, Essential Businesses shall comply with Social Distancing Requirements as defined in Section 10 below, including, but not limited to, when any customers are standing in line.”**

From all of us at Gerstco, we hope you remain healthy in this extraordinary time. Sincerely,

Sylvia Gerst | President | Gerstco, Inc.  
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