

23632 Calabasas Road #150
Calabasas, CA 91302 USA
Tel: 818.291.6100

Gary Brown
Chief Executive Officer
gary.brown@mclarens.com
www.mclarens.com



Statement of Essential Service Designation McLarens Provides Essential Services to Critical Infrastructure During COVID-19

On March 19, 2020 the Cybersecurity and Infrastructure Security Agency (CISA) issued a memorandum to provide strategic guidance and coordinate the overall public and private sector efforts to ensure the resilience of critical infrastructure during the coronavirus COVID-19 pandemic.

In accordance with this mandate, CISA developed a list of “Essential Critical Infrastructure Workers.” This list is designed to help public and private sector personnel as they work to protect their communities, while ensuring continuity of functions critical to public health and safety, as well as economic and national security. CISA identified critical infrastructure sectors and functions that should continue normal operations, appropriately modified to account for Centers for Disease Control (CDC) workforce and customer protection guidance.

Financial and Insurance Services have been identified as industries essential to continued infrastructure viability, including maintaining and repairing critical infrastructure, site evaluations, working construction, risk assessment, and performing management functions, among others. As such, McLarens’ global loss adjusting, risk and claims management, as well as environmental testing and surveying services, delivered under McLarens, Norcross, McLarens Aviation and American Environmental Group (AEG) brands, are considered as “Essential Services” and may continue to operate during COVID-19.

The ability of our adjusters, test technicians, and site surveyors to continue to work during periods of community restriction, social distancing, access limitations, or closure directives is crucial to maintaining essential functions that are vital to public safety and the livelihood of our clients, families, and communities we live in. Our top priority remains the safety and well-being of our 1,500 team members as they continue to conduct critical on-site evaluations, technical tests, and claims-related services to support communities across the globe.

It is important to note, McLarens continues to enforce a travel ban for all non-essential domestic and international travel. Also, all our physical office locations throughout the country remain closed for visitors. McLarens has transitioned to 100% remote workforce and continues to provide essential claims management services with no interruptions while keeping our employees safe.

We will continue to evaluate our operations daily as this rapidly changing COVID-19 situation continues to evolve.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Brown", written over a thin horizontal line.

Gary Brown | McLarens

Chief Executive Officer

gary.brown@mclarens.com

+1 818 291-6100 | office

+1 818 749-5135 | cell