



Dear Arbiter Family,

As we prepare for the impact of COVID-19, I want to share how the Arbiter team is addressing the situation and the proactive measures we are taking to protect our employees, support the community, and minimize disruption to day-to-day support we provide to your states, districts, and schools.

While much remains unknown about the potential threats and effects of COVID-19, we take very seriously the responsibility to make sensible choices. Our goal is to lower the probability of infection and minimize the spreading of COVID-19 for our employees, and the communities in which we live, work, play, and serve.

For our employees

We have made all the necessary arrangements for employees to work from the safety of their homes. The health, safety, and peace of mind of our employees is, and will continue to be, our number one priority. We are customer fanatics, no matter where in the world we are, and we are confident our people will continue to provide our customers with best-in-class service whether they are in the office or working remotely.

For our customers

We don't anticipate any service disruptions for customers whatsoever. Because the Arbiter platform is a SaaS based product, it can be accessed from anywhere, on virtually any device. You will have the same ability to use our software to manage games, schedules, and event worker payments just as before. We are committed to keeping our services up and running. Our support hours will not change, and you can still reach us when support is needed.

For the communities we serve

Many of our districts, schools, and community organizations have made changes to their day-to-day operations to minimize large gatherings in the interest of protecting students, officials, parents, and others in an effort to reduce transmission of COVID-19. We wholeheartedly support these initiatives, and we will continue to provide organizations with the support needed to ensure we protect the community at large.

We understand these are challenging times, and there will be plenty of uncertainty ahead. The Arbiter team is committed to working with each of you in your situations to navigate this together. We will continue to proactively make adjustments to ensure a great experience for you. We will stay on top of this rapidly evolving situation and communicate with you regularly and fully as conditions change.

If you have any questions, our team is only an email or phone call away.

Kind regards,
Kyle Ford
President & CEO, ArbiterSports