

March 23, 2020

Notice to Yardi Clients

In light of the global health concerns due to the coronavirus (COVID-19) outbreak, Yardi is taking the following steps to ensure the health and well-being of our employees as well as ensuring that we will continue to provide the necessary support and services for our clients.

1. We are closely monitoring health guidance from national and international organizations such as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).
2. Yardi has successfully transitioned most of its global workforce to a Work From Home model. Our internal reports confirm this transition has had little or no impact on client support and services.
3. We have cancelled or postponed all travel related to internal conferences, industry events, and onsite client meetings in favor of online options. We also made the decision to transition our spring Yardi Advanced Solutions Conference (YASC) this year from an in-person conference to a digital conference. Information about our Digital YASC Conference is available at <https://yasc.yardi.com/destination/yec/>
4. We have reviewed our business continuity plans relating to our Cloud Services and IT groups to ensure that all critical systems will continue to function properly.
5. Our global Cloud Services organization has resources in the United States, Europe, India and Australia and is operating primarily under a WFH model.
6. We have reviewed our staffing and redundancy plans to ensure coverage if one or more of our regional offices or call centers are impacted.
7. We have reviewed our business continuity plan in collaboration with third-party partners to ensure that all Payment Processing and Services will continue to function properly.

We will continue to closely follow the progress of the outbreak as it unfolds and will do everything we can to minimize the impact on our clients and our employees.