

# A Message to Our Valued Business Leaders During COVID-19

The health and safety of our Business Partners, Dynamic Leaders, and FLC team is our top priority.

## General Policy Changes (Effective until April 30, 2020)

- Session changes, participant changes, and cancellation policies are waived
  - No reason needed
  - No questions asked
  - Select a different session or transfer the seat to another party with no fees or penalties
  - Need to cancel your seat, we will provide a full refund
- No FLC staff member will attend any session if she/he has traveled internationally, been impacted by or in contact with someone with coronavirus within 30 days of the event
- Participants are being asked prior to registration and again pre-arrival to confirm that they have not traveled internationally nor been impacted by or in contact with someone with the coronavirus within 30 days of the event

## Live Public Sessions

- Social distancing –
  - All public sessions will maintain a strict limit of no more than 16 participants to ensure that while learning participants may still practice social distancing, as per the CDC guidance
- Avoid sharing/touching items –
  - We will not reuse materials
    - Course materials will be new, ordered locally, and delivered to the host venue to be opened and used during that session only
  - Individual meals (box meals) will replace buffets during all sessions
- Should you feel ill, DO NOT attend the training event
  - Our policy waiver means you can rest assured that you will have a seat waiting for you at a future session once you are well
- Added preparedness plans –
  - We are in close contact with our Marriott host venues, who are following CDC and local health agency protocol and are adopting preparedness plans accordingly
- We will make every effort to keep all scheduled trainings; however, will continue to take actions based on the recommendations of the local/state governments
- Participants will be contacted directly should a session be cancelled or postponed

## Alternatives to Support

Adopting and closely following the guidelines from the CDC and health organizations, we are expanding our delivery methods to ensure all leaders can continue to develop in a safe environment.

- Private corporate training sessions
  - Your location or at a host venue with only your staff
  - Cost per participant same as or less than public sessions
  - Initial session can be as few as six (6) participants
- Virtual Live training sessions (coming soon)

Regards,

The FLC Team



**FERGUSON LEARNING**  
— C O M P A N Y —