

# Delivering critical supplies when it's needed the most

Within days of the COVID-19 outbreak, GT Independence delivered lifesaving PPE materials to caregivers and participants alike.

# 22,000

Total personal protective equipment (PPE)  
kits GT provided to active participants

## PPE kits included:



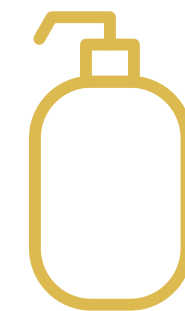
**digital  
thermometer**



**face  
shields**



**gloves**



**hand  
sanitizers**



**masks**



**wipes**

## States receiving the most PPE kits:



Wisconsin | 6,256

Florida | 5,663

Michigan | 4,957

North Carolina | 3,318

# 4 million

Value of imbursement GT Independence received from the federal government to purchase and distribute PPE kits

# \$0

Amount GT Independence earned distributing PPE kits

# Recognizing the value of frontline caregivers

GT Independence provided hazard pay to frontline caregivers who delivered so much to so many.

**\$16.2 million**

Total value of hazard pay GT paid in-home and community-based caregivers

**\$2 - \$3/hour**

Average hourly rate increase for hazard pay

**500%**

Rate of increase to GT's call center during "hazard pay" distribution

**1**

Average time in minutes that calls were answered despite the surge in volume

# Taking care of the caregivers

Thanks to the Families First Coronavirus Response Act (FFCRA), GT Independence provided paid sick hours for caregivers who had COVID-19 or were forced into quarantine due to the virus.

0

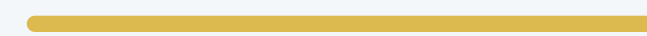
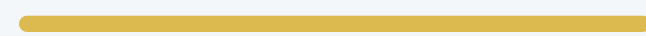
Number of hours family caregivers usually receive in paid sick leave

7,500

Number of paid sick days GT has provided to caregivers

# We care about our team and the communities we serve

GT Independence remains committed to its community and staff, even in this most challenging of times.



**3 days**

How quickly it took GT Independence to transition to remote work without impacting any operations

**0**

Job losses incurred by GT Independence during COVID-19

**\$350,000**

Amount donated by GT Independence to regional and local charities in 2020, the most ever in the company's history