

# E-Mail Sent to All Inovalon Associates: June 2, 2020



Dear Colleagues,

This past week, we as a nation have experienced a deep pain and sadness upon seeing such horrific racial injustice that has existed for far too long within our society. As I search for the right words to even try to convey how I feel, I find myself filled with many emotions as it wrenches my gut and frankly embarrasses me as an American and as a human being. We as a nation, society, community, and people should be so much more than what we sadly see when we turn on the television, open a newspaper, or now.... even open our front door. We are failing to live up to the right standards. We are failing to have the bar at the right level. We should be the city on the hill. We should be so much more. We should be an example for each other and for others around the world. We must be a society, community, and nation of inclusion, caring, opportunity, promise, hope, equality, and justice.

From the opening sentence of our Constitution, to the final words of the nation's Pledge of Allegiance, the commitment to liberty and justice is at the very core of how we pledge to be different from societies of tyranny, oppression, and injustice. Heart wrenchingly, we see too many examples of how we are failing. While the death of George Floyd was terribly tragic, it is sadly only one example of countless injustices that range from daily discriminations of Black and Brown Americans to the horrific extreme outcome suffered by Mr. Floyd. These actions, sadly flagrant and pervasive in our society, are utterly unacceptable.

We as people, as a nation, as communities, as businesses, and as

friends must come to realize the true power and blessing of the differences in people. By embracing inclusion and diversity, we have the ability to be so much more - to navigate challenges more successfully together instead of apart - to consider a wider array of potential approaches and points of view - to thrive from the combined energy of the larger cohesive group - to live more wholesome loving lives - and to experience the positive gained from the whole community being lifted up together with success.

I appreciate that it may often feel that any one of us can't make a difference when confronting attitudes of intolerance and injustice. I want to assure you, however, that this is not true. Each and every one of us has the power to make a tremendous difference. Each and every one of us is an example for those around us - from our children and our colleagues - to our neighbors and the stranger seeking fairness. Every time you embrace inclusiveness, justice, fairness, honesty, integrity, and respect for another soul - you move the ball forward - you make the world a better place - you make a difference. These must be society's norms. This must be where we set the bar.

I want you to know that while I am far from knowing the answer to a tremendously long list of things, I do know the answer to how Inovalon should behave and what we should stand for. We stand for inclusiveness, diversity, justice, fairness, honesty, hope, caring, opportunity, and for standing up for others who cannot do so for themselves. It is difficult at times to translate this into everyday life. But if you try to.... It will be a step in the right direction.

I want to thank you for all you've done and all you do. Your commitment to excellence, perseverance, ingenuity, inclusiveness, integrity, respect, and positive attitudes has demonstrated what makes Inovalon great. I also want to make sure you appreciate, however, that it is important that you take care of yourself and your family, your well-being and safety is essential. If you feel unsafe or unsettled in your communities or your daily lives, please know that you are not alone. It's more important than ever to talk to one another, and to find healing in our common humanity. We also have resources that can help, including our Employee Assistance Program and additional resources you can learn about on nova.

For many weeks now, we have all been living in and navigating through a world of many changes. Few things today are how they were at the start of the year - and the recent 10 days have further accentuated this. Amidst this, I offer you and our Inovalon family a strong conviction of hope and optimism that we will do better as a nation, as communities, and as colleagues. I have faith that some wisdom, learning, and commitment to be better will come from the terrible loss suffered by George Floyd and the many revealing stories flowing forth to this same end. And we will start to heal, rise up to do better, learn, and try to again be the positive example that all those around us - and around the world - need us to be.

Thank you deeply for all you do.

Kind personal regards,

Keith

June 2, 2020