

regrettably included you in this. I understand this undermines your confidence in me; and I need to work hard to regain it.

I will move forward with several commitments. To catch up your pay as soon as possible (even in increments). To set aside 1.5x of payroll for future payroll reserves. To slow or freeze hiring until we fully catch up. To be more diligent in getting these projects to independent profitability. And lastly, to do everything possible to get us to launch without this happening again.

To be clear this is not a lay-off or downsizing or end of the company. It is a notice of where we are and what is going to be done to avoid this in the future. I know that some employees will be much harder hit than others and I will do everything I can to rectify this quickly.

For those who feel let down to the point of desiring to move on, or are unable to financially continue with us, I am grateful for your time here. You can choose to take leave (without affecting your leave balances) until the situation is resolved, or voluntarily terminate employment. For new employees who have not had a paycheck yet, if you request voluntary termination, you will be paid for time rendered. I will waive any offsets or reimbursement of bonuses or advance pay for those wishing to leave.

For every one else, I am relaxing leave policies until such time as things have caught up. I will keep you updated as transfers become more certain. I (we) are doing everything we can to shorten and minimize this, and to honor the commitments I made to you. If you have any further questions please discuss with the Board in UT, or Craig/Stephanie in TX.

Fri., 4/5

Craig Rushforth [12:34 PM]

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Team, we wanted to provide some clarification to the "relaxed leave" statement Robert referred to, as there has been much confusion. We *\*are\** still moving forward on these projects and appreciate all your sacrifice and hard work.

There were two intentions for the 'relaxed' comment. The first extended leave policy was to allow a way for those who need to take extended unpaid leave until payroll is caught up for whatever reason to do so. Extended leave though unpaid will still need to be documented. This case was not intended to permit you to just call in, not show up or take irregular days off.

For those who choose to continue on working but need to request a relaxed partial day or full personal day between now and then, it will not affect leave balance. But you should still call the hotline; and optionally post in out-of-office channel. The intent was not to allow Carte Blanche paid leave in this case. We still are here to focus on making great experiences for our customers.

If you have additional questions please contact the board in UT, or Stephanie or myself directly for TX.

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Monday, 4/16/2019

Robert Mueller [4:27 PM]