



# PEOPLE FIRST!

Our Response to COVID-19:

- 1. We are connecting virtually instead of traveling and meeting face-to face:** Most travel can be avoided and replaced by virtual meetings. We are moving our customer face-to-face meetings to online calls. We are canceling unnecessary employee work travels.
- 2. We are implementing regular cleaning days for our offices:** Some of our offices remain open. The way we clean our office facilities, including the methods and products we use, is in line with local health authorities and validated by the medical experts we are working with. Our facilities teams have increased cleaning. Below is a list of what that includes:
  - a. Daily enhanced cleaning services:** Janitorial vendors in lobby/reception are wiping down elevator buttons, as often as possible. Every conference room will have disinfecting wipes, they are being replenished as needed and as stock is received.
  - b. Extensive night cleaning services:** Clean/Disinfect all lobby areas Clean/Disinfect all doors, door handles, door frames and door opener buttons. Clean/Disinfect all seating areas, chairs and tables. Clean disinfect all areas below: All stairwells doors, handles and handrails. All conference room doors, door handles, tables, chairs. All light switches. Clean/Disinfect kitchen areas. Clean/Disinfect restrooms.
- 3. We are moving the majority of our workforce to work from home:** Since many responsibilities can be fulfilled remotely, we are asking the majority of our staff to work from home and follow the social distancing guidelines published by the Ministry of health.
- 4. We are postponing large gatherings of 10+ people and rescheduling critical ones to conference calls:** We are canceling large conferences, employee trainings, team celebrations and moving our critical meetings to conference calls. All critical meetings with 10 or less people will maintain a 1-meter safety distance between participants.
- 5. We are giving 14 paid sick days for symptomatic employees:** All employees that are sick and showing symptoms (especially coughing and fever), looking after someone who may have COVID-19 or have been in direct contact with a confirmed case of COVID-19 must stay home and follow self-quarantine guidelines as published by the Ministry of Health. All employees who tested positive with COVID-19 will automatically qualify for unlimited sick days until they recover and would still be entitled to their full compensation.
- 6. We are distributing our workforce across shifts to limit exposure:** To limit exposure, we will have employees access our offices in shifts. This allows us to maintain our critical business operations while minimizing exposure as much as possible.