

FTG



SAFE WORK HANDBOOK

This copy is valid as of 8/18/2020

FTG 2020 GUIDE FOR
COVID-19 PANDEMIC
PREPAREDNESS AND
RESPONSE

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Intro

Our Goal to Protect Employees

Protecting our employees is our #1 priority at Flex Technology Group (FTG). We are committed to providing a safe environment for our employees and work hard to help ensure business continuity for our customers.

What this Guide is For

This Playbook provides guidelines for use in all FTG facilities. Because there may be circumstances unique to a specific location, there may be some cases in which an FTG office must adapt the recommendations of this Playbook to address that location's specific requirements. Such exceptions must be authorized by FTG's senior leadership. Additionally, all FTG locations must comply with any applicable local, state and national laws. Guidance on how the Playbook and local laws interact should be discussed with your HRBP and the SVP of Legal Affairs.

Changing Rapidly

This Playbook is to be used as an all-FTG practice guideline and aligns with the Centers for Disease Control (CDC) and World Health Organization (WHO) recommendations to the greatest extent possible.

This is a working document and will be updated to reflect changes in directives/mandated restrictions/CDC recommendations. We will introduce new recommended practices as they become available.

- The key to getting through the situation and adjusting to our "new normal" is communication – please stay in close communication with your leader
- Questions about the info contained in this Playbook should be directed your Leader or your HRBP

Return to the Office

Decisions and continuing to monitor the changing situation

- Official orders and CDC guidelines – these are what will trigger our action and decisions at each of our locations.
- We will take a measured approach to ensure we are protecting our employees and customers
- Many of us might continue to work from home for all/some days of the week
- Situation and role dependent – Your leaders will communicate with you about your individual and team’s plan for working in the office (and/or at home) as the situation evolves

Protocols for Returning to the Office (For Partial or Full Workweek)

Taking Care of Ourselves and Each Other

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with the following symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

This list is not all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

All of us will be required to do a **daily self-screening** before work, including a temperature check. This will be an important part of ensuring we keep our employees as safe as possible. Each employee coming to the office will need to fill out a simple online form that ask the following questions:

- Please take your temperature... Is it 100.4 degrees Fahrenheit or higher? Yes/No
- Do you have a cough? Yes/No
- Do you have chills or repeated shaking chills? Yes/No
- Do you have muscle aches? Yes/No
- Do you have a sore throat? Yes/No
- Do you have a new loss of taste or smell? Yes/No
- Do you have nausea, vomiting or diarrhea? Yes/No

If you answered Yes to any of the above questions, **do not** go to the office or worksite and please call your Supervisor to inform them.

Many of us experience other concerns related to the virus. If you have concerns about returning to work in the office, some of which are listed below, please connect with your Supervisor or your HR Business Partner to discuss.

- You live with a diagnosed person
- Child-care issues
- High-risk yourself
- You live with a high-risk person

If you become symptomatic while at the office or worksite, please let your leader know and go home to self-quarantine for 14 days and return to the office only after 3 days of no fever

Work-Appropriate Mask/Face Cover Always

- CDC continues to study the spread and effects of the novel coronavirus across the United States. We now know from recent studies that a significant portion of individuals with coronavirus lack symptoms (“asymptomatic”) and that even those who eventually develop symptoms (“pre-symptomatic”) can transmit the virus to others before showing symptoms. This means that the virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms. Considering this evidence, CDC recommends wearing cloth face coverings in public settings
- The cloth face coverings recommended are not necessarily surgical masks or N-95 respirators. Those are typically reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.
- Avoid touching your face as much as possible. Keep the covering clean. Clean hands with soap and water or alcohol-based hand sanitizer immediately, before putting on, after touching or adjusting, and after removing the cloth face covering. **Do not share it with anyone else unless it is washed and dried first.** You should be the only person handling your covering. Laundry instructions will depend on the cloth used to make the face covering. In general, cloth face coverings should be washed regularly (e.g., daily and whenever soiled) using water and a mild detergent, dried completely in a hot dryer, and stored in a clean container or bag.
- Here is a link on how to properly use a mask/face covering: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- If you do not have a mask or face covering, one will be provided to you at the office. It is critical that we all wear them while at the office.

When wearing a mask, please ensure that it:

- fits snugly but comfortably against the side of the face
- completely covers the nose and mouth
- is secured with ties or ear loops
- includes multiple layers of fabric
- allows for breathing without restriction
- can be laundered and machine dried without damage or change to shape

The purpose of masks is to keep respiratory droplets from reaching others to aid with source control. However, masks with one-way valves or vents allow air to be exhaled through a hole in the material, which can result in expelled respiratory droplets that can reach others. This type of mask does not prevent the person wearing the mask from transmitting COVID-19 to others. Therefore, CDC **does not recommend** using masks for source control if they have an exhalation valve or vent. (Emphasis in original)

CDC **does not currently recommend** use of face shields as a substitute for masks.

CDC’s recommendations for masks will be updated as new scientific evidence becomes available. Check here for the latest: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Glove Use in The Workplace

General Office Employees

Coronavirus can survive on surfaces for varying amounts of time. Wearing gloves can provide a barrier from coronavirus if worn properly but can also give a false sense of security. For people that work primarily in an office setting, the risk of infection is like that of the general American public. Workers whose jobs do not require contact with people known to be, or suspected of being, infected with COVID19, nor frequent close contact with (i.e., within 6 feet of) the general public are at lower risk of occupational exposure. Because of these factors, gloves will not be required in the office – but we do strongly encourage frequently washing your hands according to CDC’s recommendations.

Field Technicians and Warehouse/Parts Employees

Certain tasks that are performed by our field service technicians and warehouse/parts employees are riskier, and FTG has decided that glove use is appropriate. For example, many of our field personnel need gloves when implementing protocols for cleaning and disinfecting frequently touched surfaces on printers and MFP’s. For this reason, FTG is requiring these employees to wear protective gloves while cleaning and disinfecting a device before and after each service call. An employee may properly remove the glove after the initial cleaning/disinfecting to perform their necessary task(s).

Proper training needs to be in place. Without training on the correct way to remove gloves, hands may become contaminated. For contact transmission, it is important reiterate that a person does not become infected through their hands. They are only infected if their contaminated hand, whether gloved or not, touches other parts of the body such as their nose, mouth or eyes.

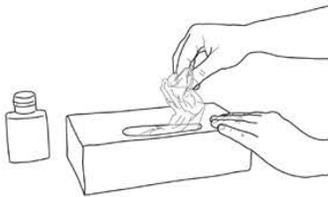
Gloves can be a good practice only if used in combination with other preventive measures following these guidelines:

- Always wash your hands before and after wearing gloves.
- Clean any surface you might have touched with your gloves on, such as screens, keypads, paper trays, latches.
- Employees cannot wash hands with gloves on or apply hand sanitizer to gloved hands. Gloves are one time use and washing or sanitizing gloves can degrade gloves and make them less effective.
- Throw away used disposable gloves, and wash fabric gloves with soap and water before using them again.
- Be careful to avoid contamination when taking gloves off. Avoid touching the inside of a glove or your bare hand with the outside of a dirty glove.
- Don’t touch your face, especially your nose or mouth.

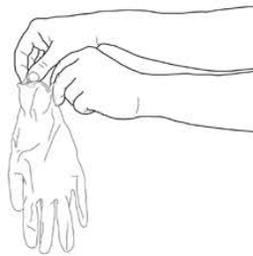
The key to removing gloves is to not touch the exterior of the gloves which may be contaminated. The CDC has provided the following diagram on how to remove gloves safely.

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

I. HOW TO DON GLOVES:



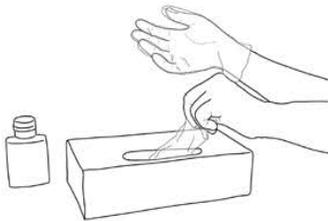
1. Take out a glove from its original box



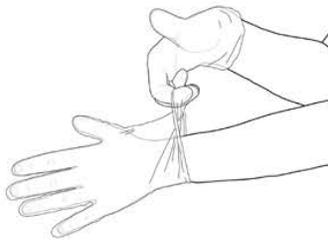
2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



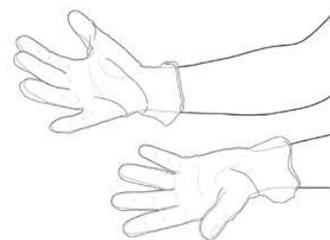
3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist

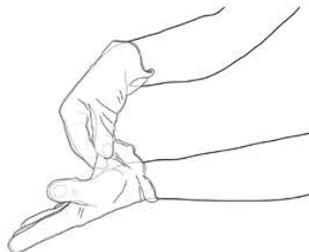


5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

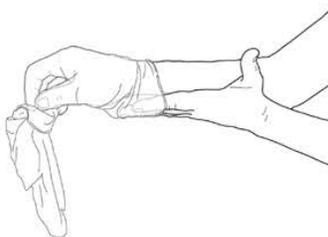


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

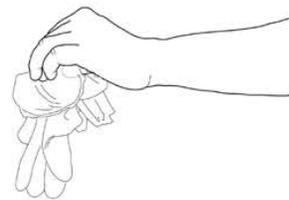
II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

Service Call Process & Expectations

The following process has been established to ensure consistent repair and cleaning of the equipment serviced in Flex customer locations. Please review and adhere to the information provided.

NOTE: Prior to leaving for work in the morning, please check your temperature. When you arrive at your first location, please clock in for the day. Next, complete the daily COVID-19 self-assessment: <https://www.flextg.com/covid19-self-assessment/> before entering a customer or Flex location. All employees should review the "Safe Work Handbook" for detailed policies and procedures. If you begin to experience COVID-19 symptoms at any time, notify your supervisor, immediately.

Service Call – Customer Expectations

The Flex Technology Group companies remain concerned for the health and safety of our customers and employees. Our field technicians are continuing to provide service and have been asked to implement the following, service call, guidelines.

Service Call Process

- Review reported issue on service call and service history.
- Call the customer within an hour of receiving the service call. Attempt to resolve over the phone. If unsuccessful, provide an ETA. Schedule if necessary. Ask about building access and unique PPE requirements.
- Bring any parts or tools that may be needed to avoid the need to enter/exit repeatedly.
- Apply mask/face shield and gloves before entering the customer site.
- Locate the customer contact and investigate the details related to the machine issue(s).
- **Upon arrival, clean machine operation panel with alcohol. Gloves can be removed once machine is clean.**
- **Maintain a social distance of 1 to 2 meters (3 to 6 feet) throughout customer site.**
- Perform machine TCP (Total Call Procedure) and repair machine as needed.
- **Clean the outside panels of the device and then spray and wipe with alcohol.**
- Collect any used cleaning supplies in a plastic bag and discard them in the customer's trash after sealing the bag.
- Update customer contact with current status of the device and any need for return or follow up.
- If possible, wash hands with soap and water before leaving. Use hand sanitizer if unable to wash with soap and water.

Service Call Preparation — Pre-Visit Review

We are making every effort to provide a quick response while working hard to meet differing requirements at many customer locations. In order to prepare for each service call, we are requesting our customers provide some specific information when placing a service call. It would be helpful if you could alert us of any of the following conditions.

- **Is anyone at the location experiencing a fever, cough, sore throat, shortness of breath or been exposed to anyone with these symptoms?**
- **Are there any specific or unique PPE (Personal Protective Equipment) requirements?**
- **Are there any specific or unique building entry requirements?**
- **Have hours of operation changed?**
- **Will the technician be able to follow social distancing requirements while servicing the equipment?**

Thank you, in advance, for assisting us to provide you with the best possible service.

Service Call – Managed I.T. Solutions

The Flex Technology Group companies remain concerned for the health and safety of our customers and employees. Our field technicians are continuing to provide service and have been asked to implement the following, on-site service call, guidelines.

Service Call Procedure

- Review reported issue on service call and service history.
- Attempt to resolve over the phone. If unsuccessful, provide an ETA. Schedule if necessary. Ask about building access and unique PPE requirements.
- Bring any items/tools that may be required to avoid the need to enter/exit repeatedly.
- Apply mask/face shield and gloves before entering the customer site.
- Locate the customer contact and investigate the details related to the current issue(s).
- Upon arrival, clean work area and the surface of any items to be touched during the visit, with alcohol.
- Maintain a social distance of 1 to 2 meters (3 to 6 feet) throughout customer site.
- Upon completion, clean work area and the surface of any items touched during the visit, with alcohol.
- Collect any used cleaning supplies in a plastic bag and discard them in the customer's trash after sealing the bag.
- Update customer contact with current status of resolution and any need for return or follow up.
- If possible, wash hands with soap and water before leaving. Use hand sanitizer if unable to wash with soap and water.

Service Call Preparation — Pre-Visit Review

We are making every effort to provide a quick response while working hard to meet differing requirements at many customer locations. In order to prepare for each service call, we are requesting our customers provide some specific information when placing a service call. It would be helpful if you could alert us of any of the following conditions.

- Is anyone at the location experiencing a fever, cough, sore throat, shortness of breath or been exposed to anyone with these symptoms?
- Are there any specific or unique PPE (Personal Protective Equipment) requirements?
- Are there any specific or unique building entry requirements?
- Have hours of operation changed?
- Will the technician be able to follow social distancing requirements while servicing the equipment?

Thank you, in advance, for assisting us to provide you with the best possible service.

Service Call – Residential / Remote Locations

The Flex Technology Group companies remain concerned for the health and safety of our customers and employees. Our service personnel have been requested to implement the following policies and procedures when dealing with the increasing support needs for residential/remote customer locations.

When placing a new call for a residential or remote location, please review the following, with the customer.

- Is the customer willing to work with a technician over the phone or remote connection to resolve the issue?
- What are the hours of availability?
- Are there any pets we should be aware of?
- Verify the address. Many individuals are moving equipment to home /remote offices and small machines can be moved easily without proper notification of an address change.
- Is anyone at the servicing location experiencing a fever, cough, sore throat, shortness of breath or been exposed to anyone with these symptoms?
- Is the customer requesting any specific or unique PPE {Personal Protective Equipment} requirements?
- Will the technician be able to follow social distancing requirements while servicing the equipment?
- Will individuals at the customer location be adhering to local PPE requirements

The technician will adhere to the following procedure, when supporting a residential/remote location

- Review reported issue on service call and service history.
- Call the customer within an hour of receiving the service call. Make every attempt to resolve over the phone. If unsuccessful, provide an ETA. Schedule if necessary.
- Bring any parts or tools that may be needed to avoid the need to enter/exit repeatedly.
- Apply mask/face shield and gloves before entering the customer site.
- Locate the customer contact and investigate the details related to the machine issue{s}.
- **Upon arrival, clean machine operation panel with alcohol.**
- **Maintain a social distance of 1 to 2 meters {3 to 6 feet} throughout customer site.**
- Perform machine TCP {Total Call Procedure} and repair machine as needed.
- **Clean the outside panels of the device and then spray and wipe with alcohol.**
- Collect any used cleaning supplies in a plastic bag and discard them in the customer's trash after sealing the bag.
- Update customer contact with current status of the device and any need for return or follow up.
- If possible, wash hands with soap and water before leaving. Use hand sanitizer if unable to wash with soap and water.

We are making every effort to provide a quick response, while working hard to meet differing requirements at many customer locations. Many customers have reduced or specific work hours resulting in detailed requests. Balancing the workload and meeting these requests may create delays, but our team will do everything possible to expedite each service call.

Service Call – High Risk Locations

The Flex Technology Group companies remain concerned for the health and safety of our customers and employees. High risk locations, such as medical or assisted living facilities introduce increased challenges and **should be addressed on a case by case basis by management**. On-site service should only be performed as a last resort. The safety, of all parties involved, is the greatest concern when providing support to high risk environments. We understand the importance of the equipment in these locations and will do everything possible to provide a repair or other option. Creative solutions may be required, and each situation will be handled based on the specific challenges.

When placing a new call for a residential or remote location, please review the following with the customer

- Is the customer willing to work with a technician over the phone or remote connection to resolve the issue?
- What are the hours of availability?
- Can the machine be moved to a controlled location for service? **(*INVOLVE MANAGEMENT)**
- Is anyone at the servicing location experiencing a fever, cough, sore throat, shortness of breath or been exposed to anyone with these symptoms?
- Is the customer requesting any specific or unique PPE (Personal Protective Equipment) requirements?
- Will the technician be able to follow social distancing requirements while servicing the equipment?

The technician will adhere to the following procedure, when supporting a high-risk location

- Review reported issue on service call and service history.
- Call the customer within an hour of receiving the service call. Make every attempt to resolve over the phone. If unsuccessful, provide an ETA. Schedule if necessary.
- Bring any parts or tools that may be needed to avoid the need to enter/exit repeatedly.
- Apply mask/face shield and gloves before entering the customer site.
- Locate the customer contact and investigate the details related to the machine issue(s).
- Upon arrival, clean machine operation panel with alcohol.
- If possible, temporarily move machine to a controlled area to perform service
- Maintain a social distance of 1 to 2 meters (3 to 6 feet) throughout customer site.
- Perform machine TCP (Total Call Procedure) and repair machine as needed.
- Clean the outside panels of the device and then spray and wipe with alcohol.
- Collect any used cleaning supplies in a plastic bag and discard them in the customer's trash after sealing the bag.
- Update customer contact with current status of the device and any need for return or follow up.
- If possible, wash hands with soap and water before leaving. Use hand sanitizer if unable to wash with soap and water.

Hand sanitizer / Hand washing is a proven way to better protect ourselves

All our locations will have plenty of soap to wash our hands... here is a link that explains when and how to wash your hands: <https://www.cdc.gov/handwashing/when-how-handwashing.html>

We will also have a supply of hand sanitizer available at our locations

Safe distance

Safe distancing, also called physical distancing or social distancing, means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

- Stay at least 6 feet (about 2 arms' length) from other people
- New seating arrangements will be in place to adhere to the 6 feet spacing requirements
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

In addition to everyday steps to prevent COVID-19, keeping space between you and others is one of the best tools we must avoid being exposed to this virus and slowing its spread locally and across the country. Safe distancing is especially important for people who are at higher risk for severe illness from COVID-19.

Commuting to work

For employees who commute to work using public transportation or ride sharing, please consider:

- Using forms of transportation that minimize close contact with others by commuting to work alone or utilizing single-occupancy rides.
- Shifting hours worked so you can commute during less busy times.
- Wash your hands as soon as possible after your trip.

Meetings

Since we have all grown accustomed to virtual meetings, such as using video conferencing tools like MS TEAMS - we should continue to hold virtual meetings.

Even though coworkers may be in the same office, we should all strongly consider continued use of TEAMS to facilitate our meetings. This will allow us to stay highly productive and keep safe distancing at the same time.

Cleaning protocols for each employee (your own workspace or a shared workspace)

- Clean your workspace as the first thing you do when you arrive to work and the last thing you do before leaving for the day
- Focus on the areas that are touched frequently throughout the day (desktop, keyboard, mouse, phone, chair armrests, etc.)
- Use hand sanitizer before and wash your hands after cleaning your desk space
- Clean your smartphone --- What was all that hand washing and disinfecting worth if your phone is dirty? You are safe using a damp, soapy microfiber cloth to clean the screens and backs of iPhones and Androids (Apple said that disinfectant wipes are OK to use on iPhones, too). Just avoid getting water in any of the ports.

Desk Cleaning Protocol

At the **Beginning** and **End** of every shift, it is required to clean and disinfect your work area. Before beginning, disinfect your hands with hand sanitizer.

- Computer Keyboard**
 - Turn off your computer and unplug the keyboard
 - Use a can of compressed air to release dust from the keyboard (if available)
 - Use disinfecting cleaning solution (wipes or paper towels moistened with the solution) to wipe the surface of the keys and all other areas

- Phone / Headset**
 - Unplug the phone/headset
 - Use a lint-free cloth and disinfectant cleaning solution to gently wipe all over surfaces
 - Pay careful attention to surfaces that come closest to your mouth

- Desktop**
 - Remove any paper towels or clutter from your desktop
 - Use disinfecting cleaning solution to thoroughly clean the entire surface
 - Do not ignore spaces that aren't easily accessible; for instance, lift photo frames to wipe underneath them

- Water Bottle / Dishes**
 - Bring your water bottle/dishes home daily
 - Wash them with dish detergent and warm water

- Snacks**
 - Keep all snacks sealed in airtight containers and don't leave food on your desk after your shift
 - Do not eat lunch at your desk unless there is not enough space to safely distance yourself from others
 - If you do have a snack, be sure to use a plate and thoroughly wipe the surface after use.

***Do not reuse towels or wipes to wipe down multiple surfaces.** This can transfer germs from the used wipe to other surfaces. To prevent this, use one wipe for each surface and then throw it out.*

***Do not dry the surface** after using the disinfecting cleaning solution. The surface that you are disinfecting will need to stay wet for the amount of time listed on the label. This step is important because the contact time is what is required to kill the germs.*

**** Remember to wash your hands throughout the workday****

Wash your hands often with soap and water for 20 seconds

Hand sanitizer: if soap and water and not readily available and hands are not visibly dirty, use hand sanitizer that contains the least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.

Additional key times to clean hands include:

- After blowing one's nose, coughing, or sneezing
- After using the restroom
- Before eating or preparing food
- **Avoid Touching** your eyes, nose, and mouth with unwashed hands

Common Areas

We will be limiting and/or closing access and use of some rooms to ensure that we keep safe distancing in practice.

- **Breakrooms** will have a limit of 1 or 2 employees per table, if they are positioned on opposite sides of each other and can properly socially distance from any other chairs/tables.
- **Meeting rooms** should not be used if it violates our 6' safe distancing guideline... using MS TEAMS is a great alternative that should be used if possible

Our daily cleaning services have been augmented in all our locations, including deeper cleaning and focus on high-traffic/high-touch areas of our locations.

Working from Home or Alternative Work Schedules

There will be many different work arrangements according to the role we each work, our personal situation and the needs of the business. You and your supervisor will continue to discuss what is the best choice as circumstances evolve. This discussion will include arrangements for equipment, supplies and other considerations (if needed).

This will include some that continue to work from home the entire week, some that have some days at home/some days in office, and potentially even splitting a workday between home and the office.

Use MS TEAMS for meetings to accommodate this new normal.

Shared workspaces - To maintain a safe distance for our employees in some locations/areas, we will have some shared desk space that different employees will use when they are in the office. We will use the same cleaning protocol set forth above, but following the guidelines is more important for shared workspaces.

Travel

Stay Home - Stay Safe

Cases of coronavirus disease (COVID-19) have been reported in all states, and some areas are experiencing community spread of the disease. Travel increases your chances of getting and spreading COVID-19.

CDC recommends you stay home as much as possible, especially if your proposed trip is not essential, and practice social distancing especially if you are at higher risk of severe illness.

Travel Guidelines

We continue to recommend that our team avoids non-urgent business and personal airline travel.

- If you must take urgent personal airline travel, please follow CDC guidelines to maintain safety and health.
- If you must take urgent business airline travel, please work with your supervisor to obtain President/Executive approval.

Customer Contact

Service Call Process and Expectation

In order to keep our Service Techs and customers as safe as possible, we are instituting guidelines for all service calls. These guidelines outline a checklist of protocols that will help ensure our Service Technicians are conducting service calls in the safest way possible. If you have questions about these guidelines, please contact your Service leader.

Candidate Visits to our Offices (For Interviews)

- All candidate interviews will be done remotely
- Use of MS TEAMS or another video conferencing tool is strongly encouraged

Vendor or Customer Visits to Our Offices (for a demo, for example)

Although we realize that we would normally have quite a bit of face-to-face contact with interviewing candidates and outside vendors in the office, we ask all employees to conduct those meeting through virtual means (video conferencing, phone calls, emails).

If a face-to-face meeting is necessary, here are our protocols:

- No handshakes or other touching
- Mask/face coverings
- Hand washing first thing and last thing
- Hand sanitizer used throughout
- 6' social distancing at all times, including use of meeting spaces

Face-to-Face Sales Calls or Presentations

We realize that we would normally have quite a bit of face-to-face contact with our prospective and current customers. We ask all our employees to conduct business through virtual means (video conferencing, phone calls, emails).

If a face-to-face meeting is absolutely necessary, please follow these guidelines:

- Ask about the customers safety protocols before you go, and adhere to them
- Wear a mask/face covering to keep both our employees and customers safer
- Wash hands before and immediately after the appointment
- Avoid shaking hands or other touching
- Use hand sanitizer
- 6' social distancing at all times, including use of meeting spaces

Save the Handshakes: The coronavirus is transmitted primarily between people, so avoid unnecessary physical contact. Refusing a handshake isn't ill-mannered anymore — it's recommended. Flash a friendly wave, peace sign or thumbs-up instead.

Sales – Process for Visiting Customers Face-to-Face

The Flex Technology Group companies remain concerned for the health and safety of our customers and employees. If a sales meeting can not be done over the phone or through a virtual meeting, and a face-to-face interaction is required, please follow the guidelines below to ensure safety is maintained for both the customer and all employees involved.

Sales Visit Process

- Apply mask/face shield before entering the customer site.
- Maintain a social distance of 1 to 2 meters (3 to 6 feet) throughout customer site.
- If possible, wash hands with soap and water before leaving. Use hand sanitizer if unable to wash with soap and water.

Sales Visit Preparation — Pre-Visit Review

In order to prepare for an in-person sales meeting, we are requesting our customers provide some specific information prior to the meeting. It would be helpful if you could alert us of any of the following conditions.

- Is anyone at the location experiencing a fever, cough, sore throat, shortness of breath or been exposed to anyone with these symptoms?
- Are there any specific or unique PPE (Personal Protective Equipment) requirements?
- Are there any specific or unique building entry requirements?

Coping with Stress

Coping with the Stress of this Situation

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and our company stronger.

Here are a few links to some resources and ideas about how we can all cope with the stresses of the current environment:

- [CDC - Coping with Stress](#)
- [SAMHSA – Tips for Social Distancing, Quarantine, & Isolation](#)
- [CDC – How to Cope with Job Stress & Build Resilience During the Covid-19 Pandemic](#)

Employee Assistance Program (EAP)

FTG also has an Employee Assistance Program (EAP), which offers many services and advice which could be very helpful to you. When you need help with work, home, personal or family issues, the Employee Assistance Program through Mutual of Omaha offers value-added programs and services at no charge. These services can help you overcome challenges while saving you time and money.

The EAP gives you access to:

- Unlimited phone sessions
- Up to 5 face-to-face sessions per year
- Childcare and elder care assistance
- Financial and legal resources

Contact the EAP 24/7

Call 800-316-2796

Online at www.mutualofomaha.com/eap

Next Steps

As a company, we are closely following the CDC guidelines and recommendations daily. As the situation and recommendations change, we will continue to update our plans and actions. Flex Technology Group remains committed to the health and safety of our employees and customers, as well as continuing to provide outstanding service to our customers.

Resources

For additional information regarding the COVID-19 virus, please follow this link to the [CDC website](#)

Checklist

- ✓ Follow applicable laws and ordinances
- ✓ Wait for your leader to communicate with you about your individual and team's plan for working in the office (and/or at home). Do not report to the office unless instructed by your leader.
- ✓ Each day before going to the office or work site, self-screen for fever and symptoms. Do not go to the office or worksite if you answer yes to any of the below questions, and call your Supervisor
 - Please take your temperature... Is it 100.4 degrees Fahrenheit or higher?
 - Do you have a cough?
 - Do you have chills or repeated shaking chills?
 - Do you have muscle aches?
 - Do you have a sore throat?
 - Do you have a new loss of taste or smell?
 - Do you have nausea, vomiting or diarrhea?
- ✓ Put on your work-appropriate mask/face cover before entering the office
- ✓ Use hand sanitizer upon entering the office
- ✓ Clean and disinfect your work area with wipes or paper towels moistened with disinfecting cleaning solution at the start of your shift
- ✓ Wash your hands after cleaning your work space
- ✓ Maintain safe distance, including in hallways and break rooms
- ✓ Use MS TEAMS for meetings – avoid using conference rooms
- ✓ Wash hands frequently for 20 seconds with soap and water, including after using the restroom, before preparing or eating food, and after blowing your nose, coughing, or sneezing
- ✓ If you become symptomatic while at the office or worksite, please let your leader know and go home to self-quarantine for 14 days and return to the office only after 3 days of no fever
- ✓ Avoid handshakes and other physical contact
- ✓ Clean and disinfect your work area with wipes or paper towels moistened with disinfecting cleaning solution before leaving for the day
- ✓ Wash your hands when you get home
- ✓ Seek assistance or support as needed
- ✓ Talk with your Supervisor about any concerns
- ✓ Consult with your Leader or HRBP for any questions about our COVID-19 policies and procedures