

Our top priority is ensuring the health and safety of our employees, which is why we have invested a good budget on COVID-related initiatives to keep employees safe and get services to customers. This includes investments related to COVID-19 safety measures such as personal protective equipment, enhanced cleaning of our facilities, processes that allow for effective social distancing; higher wages for hourly teams, and developing our own COVID-19 testing capabilities, etc.

## **Our framework to consider for decision making**

The most important part of establishing a plan moving forward into the new normal is to be prepared and flexible. The more your building and workforce are equipped to handle the back-and-forth, the better. Therefore, it's crucial to have a strategy in place that prioritizes flexibility and safety.

According to the CDC and global health authorities, social distancing is an effective way to prevent spreading COVID-19, especially at workplaces. The more space between people, the better. Survey data shows many people would feel more comfortable using basement remodeling service providers if the concerned company reduced occupancy as part of their COVID-19 reopening protocol.

The simplest way that we follow to reduce our office capacity is to reconfigure desks and common areas, putting more space between people throughout the building. Decals and dividers are budget-conscious and encourage social distancing.

## **Safety**

We are conducting temperature checks across our office, testing employees daily. If people have a fever, we'll ask them to go home and return to work when they are without fever for at least three days.

Numbers of masks have been distributed across our network. We are requiring everyone to take and use them.

An important safety step might be regular testing of all employees for COVID-19, including those without symptoms.

We have increased the frequency and intensity of cleaning at all sites, including regular sanitization of door handles, handrails, touch screens, scanners, and other frequently touched areas.

We've increased the size of our cleaning teams threefold to support our buildings.

We are implementing disinfectant spraying across our network, a practice commonly used by hospitals and airlines, to supplement the enhanced cleaning measures already in place.

We've sourced lots of additional units of items like disinfectant wipes, gloves, and hand sanitizer for our teams and reconfigured buildings to include additional hand-washing and sanitary equipment stations.

We require everyone to wash their hands often with soap and water for at least 20 seconds, especially after using the bathroom and before eating, as well as after blowing their nose, coughing, or sneezing. If

soap and water are not readily available, alcohol-based hand sanitizer stations are easily accessible throughout our workplaces.