



M I C R O M E N D E R S

MicroMenders Corona Virus Site Response and Screening Protocols

April 1, 2020

To Our Customers,

In response to the recent Corona Virus outbreak, and in accordance with recent government orders we wanted to clarify that MicroMenders continues to support our clients as a designated 'Essential Business' and with designated 'Essential Workers'. We intend to support every client that relies on us through these challenging times. The information below addresses some changes in how we are operating, including on-site response protocols necessary to limit the risk of spreading the Corona Virus and for the protection of your employees and ours.

Our Team is working remotely and remain ready to help!

MicroMenders employees began working exclusively from home locations as of March 9. Due to the nature of our work – and long before Corona Virus was front and center – MicroMenders operations were designed around a distributed work force and redundancy of critical systems. Within our Operational Standards we have always assured employees have secure access to all the tools and information required to support our clients, and that the organization communicates and collaborates effectively using this model. Our team is trained and very able to support our clients from remote locations.

On-Site Response, Protocols, Screening

Proactive / Discretionary Work - All discretionary, proactive on-site visits will be deferred until any applicable 'Shelter in Place' orders are lifted. Note that most of our proactive work is already performed remotely, in accordance with Tier5 best practices. Much of the value in proactive site visits was time spent interacting with customer staff. With most employees now working exclusively from home, we expect the postponement of company site visits will have minimal impact.

Recurring Staff Scheduling / Office Hours - Most scheduled 'Office Hours' have been reviewed with the affected client. In most cases, service continues to be provided remotely to remaining in-office workers as well as all remote workers as per the established schedule.

On-Site Response – MicroMenders will still respond on-site for issues that cannot be resolved remotely (most issues can be). Before scheduling a dispatch, we will suggest alternatives that reduce or avoid social engagement when possible.

Site Limitations - MicroMenders will respond on-site to known colo facilities or corporate offices only. Equipment located at employee's homes or other locations and needing on-site attention (cannot be resolved remotely) can be delivered to your company office for on-site response. If a company office is no longer accessible, you can arrange delivery of equipment to MicroMenders offices in San Francisco. Please coordinate this through our service desk.

Corona Virus Questions and Thermal Screening Protocols

For the health and safety of your employees and ours, we will ask several questions to screen for site health and safety concerns prior to dispatching personnel to approved work sites. We may also require a temperature screen upon arrival at the work site.

Current screening questions include the following:

- Do you have any flu-like symptoms (for example: fever, sore throat, dry cough, body aches/pains, headache or shortness of breath)?
- Within the past 14 days, have any of these occurred:
 - Have you been in contact with anyone who has tested positive for COVID-19?
 - Has anyone at the approved work site tested positive for COVID-19?
 - Has MicroMenders declined to visit this or any other company site due to COVID-19 concerns?

At our discretion, we may require an infrared temperature screen of any individual(s) working within 10 feet of the equipment location. In those cases, any individual with a temperature exceeding 99.5° F (37.5° C) would be cause for us to discontinue work and leave the work site.

All screening results will be given to a MicroMenders manager, who must approve any site dispatches. A dispatch will not be approved if screening identifies additional risk to our team. In those cases, we will suggest alternative means of providing service as per the Site Limitations section.

Proactive Client Recommendations

At this point you have heard some or all of these recommendations. Nonetheless, we encourage all customers to proactively implement and adhere to the following guidelines:

- Wash your hands regularly. Follow the '2 Happy Birthdays' rule (Happy Birthday song, twice over. Not sophisticated, but easy to remember!)
- If you have a fever, or any other indicators of possible cold or flu, stay home and stay away from others.
- Stay away from people who are sick
- Refrain from sharing items such as dishes, drinking glasses, cups or utensils with anyone
- Practice proper social distancing and remind others to do the same.
- Limiting foot traffic into all work sites to reduce risk of virus exposure.
 - Work from home as much as possible
 - Reduce site staff to essential personnel only
 - Limit vendor access to specific areas and tasks.
 - Direct employees, vendors and visitors to stay away from other staff and work sites if feeling any cold or flu-like symptoms or have any immediate family members who have been diagnosed with COVID-19.
- Instruct employees to increase personal hygiene efforts by routinely washing hands, using hand sanitizer and covering nose and mouth when sneezing or coughing.

Our core goal is to keep our customers, staff and visitors safe and your IT operations secure and running. We apologize in advance for any expected inconvenience or delays these changes may cause.

The MicroMenders Team