



Subject: Updated Onsite Visit Guidelines

Date: March 23, 2020

Charlie Baker announced today that all non-essential businesses must close their brick & mortar locations by 12pm, tomorrow, March 24th. All businesses may continue working remotely.

As mentioned in my earlier communication, NENS is considered an essential business and we intend to maintain operations to ensure you get the support your company requires. However, we will be modifying how we approach onsite visits starting tomorrow in order to do everything we can to keep you and our employees as safe as possible.

New field visit protocols:

- We will explore every possibility of handling one-off visit requests remotely before resorting to an onsite visit.
- If an onsite visit is required, our dispatch team will screen for the following to ensure the safety of our engineers and clients.
- No one at the visit site should be undergoing testing, have tested positive, or have been in contact with anyone that tested positive for COVID-19.
- Engineers must be able to maintain proper social distancing guidelines of 6 feet from anyone else while onsite.
- No one at the visit site should have had a fever or sick symptoms within the last 48 hours.
- If an engineer arrives onsite and feels the situation is unsafe, we've given them the option to leave the site and contact their manager for further instructions on how to safely offer support.
- We will do our best to supply field engineers with antibacterial wipes so they can wipe down keyboards, mice and work surfaces they need to access while onsite. If you have sanitizers that can be supplied during onsite visits that would be greatly appreciated.
- Project work and prescheduled visits will continue as long as the location where the work is being performed meets the same guidelines as outlined above.
- We will support your work-from-home staff as if they are in your office. We want to eliminate any confusion or concern about "what's covered and what's not?" while we are managing through this situation. You can safely assume that end user support at home will be covered in the same way as if they were working from the office.

Thank you in advance for your understanding. Together, we will manage through this temporary situation and get back to business as usual. In the meantime, we will continue to communicate as events change.

Sincerely,

Your management team at NENS