

# Covid-19 Update

To our valued clients and partners,

As we continue our journey through Covid-19 and the new normal, we wanted to give you an update on our current situation.

In accordance with the Governor's most recent updates to the Executive Order, NBS has been deemed eligible to conduct business in support of helping our clients adjust their work environments for a safe return of their employees. Therefore, in addition to supporting essential business projects, we are also able to deliver and install products and services in this capacity.

We are very pleased to announce that we have recently re-opened our offices to our team members. Team members in all NBS locations have been assigned a designated schedule for days in the office. Although not required to return, for those who want or need to visit, they are able to do so on their assigned days of the week to minimize the number of people in the facility.

In addition, in an effort to protect the health and safety of our team members and clients, NBS is taking precautions as recommended by national and local government, and health authorities. We are doing so to ensure we can maintain business as usual providing the services and products you rely on us for. Some actions we are taking include:

- Monitoring the situation closely as it unfolds, assessing and adapting our strategy appropriately and communicating to our team.
- Documenting our Return to Work guidelines for both office and field team members that address policies and procedures.
- Encouraging team members to follow the recommended Centers for Disease Control and Prevention (CDC) measures to prevent the spread of COVID-19.
- Asking all team members to complete a daily health declaration form before coming to work or going out in the field.
- Asking any team members who are sick to remain home for recovery.
- Continuing to allow those who are able to work remotely to do so.
- Wearing masks in the office and in the field to reduce the spread of germs.
- Providing regularly scheduled decontamination services to all of our facilities and vehicles with a heightened cleaning approach on high-use spaces and surfaces.

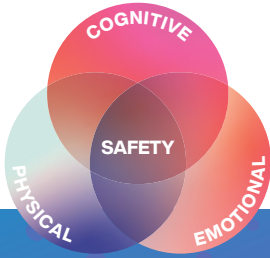
Amidst these changes and new processes, our team members remain passionate about what we do. We believe space still matters and now more than ever, safe spaces matter. We are here to help you adjust the furnishings and applications we helped you develop in your work environments in support of the safe return of your employees.

Please let us know how we can help!

  
Heather Lanier

  
Rich Schwabauer





## COVID-19 SAFETY GUIDELINES Office Team Members

As always, your health and safety are our #1 priority. Adhering to the guidelines outlined below is vital to performing your job safely, while also protecting yourself and those around you.

If you have concerns that these guidelines are not being followed, please contact your manager.

### SOCIAL DISTANCING

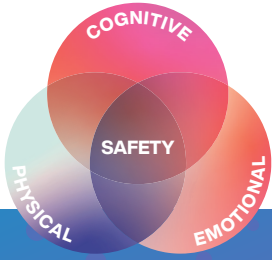
#### CDC GUIDELINES

- Stay at least 6 feet from other people
- Eliminate contact such as handshakes, fist bumps, etc.
- Do not gather in groups



#### WHAT DOES THAT MEAN FOR YOU?

- A distance of 6 feet must always be maintained between you and other team members, clients, vendors, subcontractors, etc.
- Do not congregate in the parking lot, warehouse, aiseways, corridors, doorways, restrooms, or office common areas.
- Mobile workers will be assigned a resident station with station assignments being made to allow for a 6-foot distance between team members.
- A schedule will be developed outlining the days you are assigned to come into the office.
- To avoid close contact, you should utilize Teams meetings as much as possible, even if all attendees are in the office.
- As much as possible, you should use the Chat feature in Teams, or call someone, rather than speaking to them at their station.
- If IT assistance is needed and it is necessary to touch your laptop, Surface, etc., the IT team member will wear disposable gloves. You are encouraged to attempt to resolve their issues over the phone, through Chat, or email.
- Meeting room and common area capacities have been decreased to allow for proper social distancing. Signage indicating room limits will be displayed.
- It will be clearly indicated what seating in the meeting rooms should not be used.
- When entering the restroom, place a post-it note on the door and remove it when leaving. You should not enter the restroom if the post-it note(s) indicate maximum capacity. Troy = 2 / Branch locations = 1
- Only one person is allowed at the sink at one time.



## COVID-19 SAFETY GUIDELINES Office Team Members

### PERSONAL PROTECTIVE EQUIPMENT

#### CDC GUIDELINES

- Everyone should wear a face covering when they have to go out in public.
- Continue to keep 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

#### WHAT DOES THAT MEAN FOR YOU?

- A cloth mask will be provided by NBS. Disposable masks will be available at all locations in the event you forget the cloth mask.
- You have the option of providing your own mask if it does not prohibit you from safely performing your job.
- You are required to wear a mask upon entering the building and must continue to wear it throughout the day. The only exception will be when you are eating.

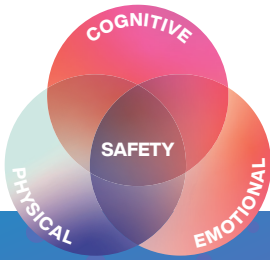
### PERSONAL HYGIENE

#### CDC GUIDELINES

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash and immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

#### WHAT DOES THAT MEAN FOR YOU?

- You are expected to follow the handwashing guidelines, as well as wash your hands often throughout the day.
- Hand sanitizer, tissue boxes and trash can are available in common areas of the office.



## COVID-19 SAFETY GUIDELINES Office Team Members

### CLEAN AND DISINFECT

#### CDC GUIDELINES

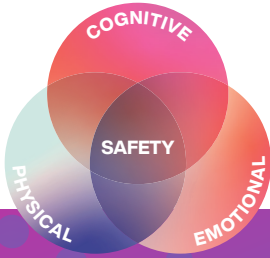
- Frequently touched surfaces should be cleaned and disinfected daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

#### WHAT DOES THAT MEAN FOR YOU?

- The following was completed prior to the re-opening of business:
  1. Decontamination/fogging of entire office space.
  2. Individual work settings and shared spaces (restrooms, café, meeting rooms, etc.) will be treated with Covershield.
    - a. At individual stations, this will provide up to 4-months of protection to work surfaces, primary storage, seating/upholstery, and keyboards.
    - b. In community areas, this will provide up to 2-months of protection to worksurfaces, seating, upholstery, handles, drawer pulls, microwaves, etc.
- Fogging and reapplication of Covershield will continue on a regular basis.
- Wipes, hand sanitizer and a cleaning solution will be available in all common areas, as well as in or around all meeting spaces. Tissue boxes and trash cans will be available throughout the office.
- If the supply of hand sanitizer, disinfectant/cleaning solution, or paper towels is running low, please contact the designated safety officer at your location.
- Whiteboard markers will be available to allow you to use your own in meetings. Sanitized markers will also be available in the room and sealed in a plastic bag.
- When exiting a meeting space, please wipe down any surfaces touched, wipe down the dry erase boards and return the room to a neat and orderly set-up.

### ADDITIONAL SAFETY PROTOCOLS

- You must complete a COVID-19 Daily Health Check, available on the intranet or the SharePoint app, prior to reporting for work every day, whether you are going to an NBS location or directly to a client site. Team members are expected to take their temperatures every morning prior to completing the Daily Health Check form. If you answer yes to any of the questions, you should not report to work.
- When going to client sites, you will be required to follow the safety protocols they have established, in addition to following NBS protocols. This may include completing a health declaration form, temperature taking, and wearing gloves. Always follow the more stringent safety protocols.



## COVID-19 SAFETY GUIDELINES Field Team Members

As always, your health and safety are our #1 priority. Adhering to the guidelines outlined below is vital to performing your job safely, while also protecting yourself and those around you.

It is the responsibility of the crew leaders to ensure that all safety guidelines listed below, as well as those outlined in the NBS Safety Manual, are being followed. If you have concerns that these guidelines are not being followed, please contact your crew leader or manager.

### SOCIAL DISTANCING

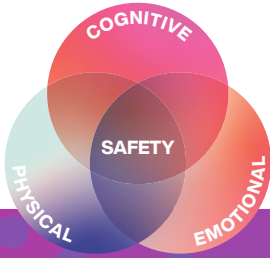
#### CDC GUIDELINES

- Stay at least 6 feet from other people
- Eliminate contact such as handshakes, fist bumps, etc.
- Do not gather in groups



#### WHAT DOES THAT MEAN FOR YOU?

- Only one person will be allowed to drive in an NBS vehicle. An effort will be made to utilize other NBS vehicles whenever possible.
- A distance of 6 feet must be maintained at all times between you and other team members, clients, subcontractors, etc.
- As always, additional copies of installation drawings will be provided to prevent close proximity while reviewing.
- The only exception to the 6 feet rule is when a closer proximity is required in order to safely deliver and install product, or when loading product or equipment. Once the task has been completed, proper social distancing practices should resume.
- Client approval/signatures upon delivery will no longer be required. Once a verbal approval has been given, their name can be entered on the paperwork.
- Limit elevator usage to one person whenever possible.
- Do not congregate in the parking lot, warehouse, aisle ways, doorways or office common areas.
- Do not make non-essential trips or stops during the workday.



## COVID-19 SAFETY GUIDELINES Field Team Members

### PERSONAL PROTECTIVE EQUIPMENT

#### CDC GUIDELINES

- Everyone should wear a face covering when they have to go out in public.
- Continue to keep 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

#### WHAT DOES THAT MEAN FOR YOU?

- Disposable masks will be provided by NBS. Masks should be replaced daily, at a minimum. Replace masks when they become soiled.
- You are required to wear a mask upon entering the building and must continue to wear it throughout the day, whether working in the warehouse or at a client site.
- You have the option of providing your own mask, as long as it doesn't prohibit you from safely performing your job.
- NBS is providing disposable gloves as they may be required by some of our clients. However, based on CDC findings, NBS does not require or recommend that you wear disposable gloves as a safety measure when performing your duties. When wearing gloves, people are less inclined to wash their hands which is counterproductive and puts others at higher risk.

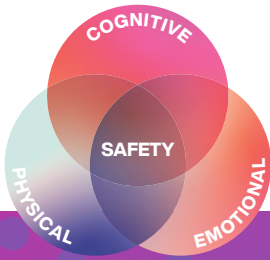
### PERSONAL HYGIENE

#### CDC GUIDELINES

- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash and immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

#### WHAT DOES THAT MEAN FOR YOU?

- Hand sanitizer will be provided to everyone for use when soap and water are not available.
- Whenever possible, take a handwashing break every two hours and wash hands for at least 20 seconds.
- Wash your hands for at least 20 seconds after loading the truck.



## COVID-19 SAFETY GUIDELINES Field Team Members

### CLEAN AND DISINFECT

#### CDC GUIDELINES

- Frequently touched surfaces should be cleaned and disinfected daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

#### WHAT DOES THAT MEAN FOR YOU?

- The following was completed prior to the re-opening of business:
  1. Decontamination/fogging of all NBS vehicles. Vehicles were also treated with Covershield. Assuming one person per vehicle, this treatment will last 4-6 months. As additional people are introduced to the vehicles again, another treatment plan will be developed.
  2. As appropriate, shared tools and equipment were treated with Covershield.
  3. If work gloves were available at the time of decontamination, they were also treated with Covershield.
- NBS vehicles will be equipped with a disinfecting cleaning solution and paper towels. This will also be provided to team members driving their personal vehicles to job sites.
- All crews will be provided with a cleaning agent for use in wiping down product at the completion of each job.
- The cleaning solution must be used at the end of every day to wipe down hand carts, tools, the inside of the NBS vehicle and the vehicle keys.
- Tools should not be shared unless treated with Covershield. If shared, they must be wiped down with cleaning solution after each use.

### ADDITIONAL SAFETY PROTOCOLS

- You must complete a COVID-19 Daily Health Check, available on the intranet or the SharePoint app, prior to reporting for work every day, whether you are going to an NBS location or directly to a job site. Team members are expected to take their temperatures every morning prior to completing the Daily Health Check form. If you answer yes to any of the questions, you should not report to work.
- The Daily Safety Checklist, available on the intranet or the SharePoint app, must be completed, signed, and submitted before leaving NBS at the end of the day.
- When going to client sites, you will be required to follow the safety protocols they have established, in addition to following NBS protocols. This may include completing a health declaration form, temperature taking, and wearing gloves. Always follow the more stringent safety protocols.