



Nouveau Elevator Industries, Inc. COVID-19 Contingency Plan Updated March 25, 2020

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As events have unfolded in the worldwide Coronavirus pandemic, Nouveau Elevator continues to review and reassess its safety plans to ensure the maximum safety possible to Nouveau's customers. Nouveau's leadership devised a **Health Safety Policy** to mitigate transmission of COVID-19 throughout the company's workforce and continuously reviews same as more information becomes available and as conditions change.

Nouveau has taken the following actions

- Advised all employees on best practices to prevent the spread of COVID-19, including education on best sanitary practices.
- Kept its employees up to date on most recent CDC guidance (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>); publicize NYS Department of Health hotline 1-888-364-3065.
- Informed all employees of the common symptoms of COVID-19 and required communication to management if any symptoms are experienced.
- Instructed employees to go to their medical provider and get tested if need be.
- Instructed employees to remain at home if they are sick or exhibiting flu or cold-like symptoms and to remain at home for at least 48 hours after symptoms have lapsed without medication.
- For the protection of your fellow employees, all employees returning to work after being out due to illness must have a return to work document from a medical provider.
- Increased cleaning in common areas at its headquarters to prevent transmission of COVID-19
- Continued to study reports from the CDC and other sources of information on the crisis and implemented changes where information is reliable.
- Encouraged telephone conferencing in place of face to face meetings.
- Use phones or emails for communications with clients and their representatives.
- Identified essential personnel and functions to ensure that customers may continue to receive service.
- Obtained clearance from authorities to provide service as an essential service provider.
- Developed operations schedules to ensure that operations can continue while many office personnel work from home.
- On-site employees are to avoid contact with office and building personnel.
- Established off-site dispatch centers and/or remote staging sites and alternative communication systems for field and office employees.

Nouveau has shown its ability to adapt and to continue to provide the maximum amount of service possible within safety limits to its customers. Nouveau will continue this process through the foreseeable future.

Sincerely,

Nouveau Management