



March 19, 2020

To: OpenSquare Customers

Re: Coronavirus

At OpenSquare, we, like you, are concerned with what is going on in our community as it relates to the Coronavirus Outbreak. We continue to monitor the latest information from Public Health officials and others to ensure we, as a company, are taking proper precautions and following best practices to keep our associates and customers healthy. Below are the current steps we are taking:

- We have asked all associates, subcontractors and vendors to remain home if they are ill. We have asked them to follow the Center for Disease Control (CDC) recommendations to stay home for at least 24 hours after a fever (100 degrees Fahrenheit) is gone. The fever should be gone without the need to use fever-reducing medicine. We have instructed our HR team to work with any associates who have need for additional time off.
- We have instructed our managers and supervisors to require any associates, subcontractors or vendors who appear to be ill to return home.
- Our operations department is tracking what sites crew members have worked at and the members of each crew. Should anyone become ill, we can take appropriate measures to monitor and limit exposures.
- We have cancelled large internal meetings and have asked our crews to, when possible, go directly to site for installations, etc. to limit meetings with others.
- Our project managers and schedulers are working directly with clients to address any client needs to adjust schedules, etc.
- We have asked our associates to consider virtual meetings instead of gathering together, both internally and with clients.

We continue to stress to our associates, subcontractors and vendors to diligently follow personal hygiene guidelines such as frequent washing of hands, disinfecting areas where we work, remain home if ill, etc.

Many of our clients have a significant portion of their employees currently working from home. Given this situation, we are being asked to perform work that is challenging to do with employees in the area (cleaning, reconfigurations, changes to public spaces and meeting rooms, etc.). Following the steps outlined above, we can certainly support these types of requests. If you have a request of this type, please reach out to your OpenSquare contact.

I would ask, if you have implemented any new site requirements at your location, please let your OpenSquare contact know. This way we can inform the rest of our team and be sure we are following the requirements specific to your site.

We appreciate our relationship with you and look forward to working with you through this challenging period.

Sincerely,

Todd Fairweather
President