



OUR PATH FORWARD

Protecting ourselves, each other, our customers and our communities

As part of our path forward, we need to continue to reinforce steps that protect ourselves, each other, our customers and our communities. These include the following priority areas:

1. Wellness Checks, Time Off & Contact Tracing
2. Personal Protective Equipment (PPE)
3. Social Distancing
4. Workplace Hygiene
5. Business Travel and Meetings

We have detailed many aspects of these priorities throughout our operating procedures and will continue to do so. All team members should follow these when in the field. The following information addresses all team members.



PROTOCOL 1: Wellness Checks, Time Off & Contact Tracing

- Daily, every team member performs a CSC Wellness Self-Assessment (temperature check plus 4 wellness questions) and affirms through our app.
- Time off requests due to illness follow established procedures starting with immediate notification to management and a brief exchange with xxxxxxx@xxxxx.com.
- CSC will conduct contact tracing for presumptive positive and positive COVID-19 cases. To support this, team members should record their daily contact with team members on our app.



PROTOCOL 2: Personal Protective Equipment

- As always, CSC team members must utilize appropriate PPE (masks, gloves, eye protection, etc.) as designated by their specific role.
- Until further notice, all team members and visitors are required to wear face masks while in common areas of any CSC property, at a client location or in any public space.
- Collectors, Counters, and In-Home Installers must additionally wear N95/KN95 masks as detailed in our operating procedures.



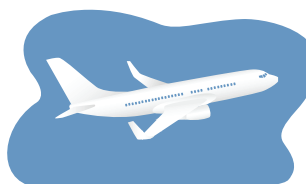
PROTOCOL 3: Social Distancing

- First, where feasible, we will continue to leverage telework (remote) opportunities.
- All CSC properties will survey the physical space, protocols and habits to assess and enhance the ability to maintain 6-foot distancing throughout the day.
- All interactions (meetings) should be limited to small groups (5 or less) and conducted in large rooms while the use of common gathering areas is minimized or eliminated.



PROTOCOL 4: Workplace Hygiene

- Stay at home (leave workplace) if sick and wash or sanitize hands when entering and leaving a CSC property or client location. This includes all visitors to CSC locations.
- Avoid touching your face with unwashed hands and cover your coughs and sneezes with a tissue or sleeve.
- All CSC properties will perform weekly basic cleaning and disinfection and nightly spot cleaning of frequently touched surfaces (doorknobs, steering wheels, light switches, etc.).



PROTOCOL 5: Business Travel and Meetings

- In person business meetings outside of CSC locations are suspended at this time and should occur remotely through phone or approved conferencing platforms.
- Non-essential business travel is suspended, and all travel must be pre-approved by management.