

To: CX Orlando Research and Revenue Architects Mystery Shoppers/Independent Contractors (ICs)

This serves to provide an update on the actions we are taking in response to the continuing concerns around **coronavirus (COVID-19)**.

As we are seeing in the news, the situation is continuing to evolve quickly, and CX Orlando is implementing steps to both protect our employees, our independent contractors, our customers, their employees, and support business continuity. The following provides an overview of the steps we are taking internally, with our independent contractors (ICs) who are visiting customer sites, operations, and/or engaging with any employees of our customers.

The following are interventions in place that apply to all our IC evaluators:

- If you are currently sick or have any flu like symptoms, we are asking that you do not request any assignments from CX Orlando until you are deemed to be free of any virus or influenza.
- We also request that if you have been sick in the past two weeks, and are uncertain if you had the coronavirus, that you refrain from requesting assignments for at least 14 days from the time you were 100% recovered.
- If for ANY reason you become sick or have flu like symptoms after you have already accepted an assignment, we request that you contact your scheduler immediately, and request to be unassigned. No status will be lost for cancellations due to illness provided you contact your scheduler in an appropriate amount of time.
- If you have conducted any assignments and after the fact were determined to have be infected with the coronavirus during your assignment, we request you notify your scheduler immediately with the name of the company, the location visited, the associate's names you interacted with, and the dates and approximate times of your shop.

As an important step to protect yourself and to safeguard against business disruptions as much as possible. As with any illness, prevention is key for our personal health, as well as the health of those around us. Whether influenza or coronavirus, the most effective ways to protect yourself and others are both similar and simple:

- If sick or not feeling well, recommendation is to stay at home and do not travel
- When coughing or sneezing, cover mouth and nose with a tissue or sleeve, not with hands
- Wash hands with soap and water regularly – especially after coughing, sneezing or blowing the nose.
- Leverage hand sanitizer often and visit your Health Centre for any questions, concerns or screenings.
- When fever, cough and difficulty breathing, seek medical care early.
- Stay informed and follow advice given by your healthcare provider.

The Health and Safety of our people as well as our IC evaluators are always our top priority especially now with the evolving condition and COVID-19 spread in countries around the world. We support and follow the government direction and are continuously monitoring the external situation in order to adjust our actions. We appreciate your partnership and your cooperation in this important matter, together we will get through this, and minimize the impact.

Sincerely,



President & CEO