

Covid-19 Customer Visit Information

Dear customer,

onsite visits during the current COVID-19 pandemic is a particular challenge. To ensure health and safety of all involved persons is of high importance to us. We have trained our employees on specific rules and protocols, and kindly ask you to make certain preparations and pay attention to following rules for the upcoming visit:

- Social distancing is very important to avoid infection. Please don't shake hands with our employees and keep a minimum of 1.5m distance between persons.
- If possible, provide your staff with face mouth-nose-covering as a minimum for all face-to-face interactions during the visit. If a distance of a minimum of 1.5m cannot be kept, please ensure that all participants are wearing a mouth-nose-covering. Our employees will bring their own masks.
- Please instruct your staff to always observe the cough and sneeze etiquette, and maintain hand hygiene.
- Any meetings should be limited to the absolute minimum required number of participants and duration (a maximum duration of 2 hours within one meeting room should be realized).
- Ensure good ventilation of any meeting rooms, if possible with fresh air instead recirculated air-conditioning.
- Meeting rooms should be big enough to ensure a minimum of 1.5m distance between persons. Meetings and discussions can also be held outdoors, if weather allows.
- Please provide sufficient space where clothing, umbrellas or similar can be deposited without contact to other peoples items.
- If possible, share documents electronically with our employees rather than in paper.
- Please don't arrange lunch in crowded areas such as your canteen or a restaurant but rather arrange some food to be delivered.
- Allow us to keep a detailed list of participants. This ensures that all contact persons can be reported promptly and completely in case of an emergency.
- Please immediately report to us any confirmed or suspected COVID-19 infection among your team that has shortly before, during or up to 14 days after the visit.
- Our employees will stop the visit immediately if any infections are suspected or confirmed, or if they should regard the risk of a possible infection as too high.

Thank you very much for your support! Let's work together to all stay healthy!

For more information how TUV Rheinland manages the pandemic, please visit:
<https://www.tuv.com/world/en/lp/corona-virus>