

## COVID-19 Policy (For 101 Mobility Websites)

As a brand that serves vulnerable customers (individuals with health conditions), we always take health and hygiene seriously. In light of the recent COVID-19 pandemic, we have added additional measures according to CDC recommendations to further help prevent transmission.

While we are practicing social distancing whenever possible, we also understand that we offer need-based products and services. As such, we will remain open to serve our customers throughout these uncertain times.

We will attempt to provide as much assistance as possible over the phone, including virtual consultations (when possible) and remote troubleshooting. If you do need to schedule a home visit with us, we can assure you that:

- Our staff members are not exhibiting any of the symptoms of respiratory illness (fever, cough, or shortness of breath).
- Our staff members have not recently travelled outside of the country or knowingly come in contact with someone who may have COVID-19.
- Our staff members will use hand sanitizer or disinfectant prior to entering any customer's home.
- Our staff members will use sanitizing sprays and wipes on any products, tools, or other materials that they bring into a customer's home.
- Our staff members will not shake hands with customers and will practice social distancing (at least six feet) whenever possible.

We will also ask that each customer confirm that no members of their household have recently travelled outside of the country, have knowingly come in contact with someone who may have COVID-19, or is exhibiting symptoms of respiratory illness.

We also suggest that anyone in the household who is especially vulnerable should stay away from any visitor to the home (including us).

We care about the safety of our employees and our customers. However, at this time, it is impossible for anyone to guarantee that they are not transmitting COVID-19. It is our customers' responsibility to determine whether to allow visitors to their home.

We will continue to monitor recommendations from authorities and will update our policy accordingly.