



March 20, 2020

This letter serves to confirm that _____ is a Telaid employee or service partner who is, or whose company is, providing essential services to our clients' stores, clubs, distribution centers, fulfillment centers, pharmacies, call centers, data centers, construction and/or other support facilities in the area.

Our clients are engaged in providing essential services to customers, including food, prescriptions, and medical care. Even with the recent restrictions on work and travel outside of the home, our clients' stores, DCs and essential offices remain open during the COVID-19 outbreak to provide essential services and products to our communities.

The Telaid employee/vendor presenting this letter is providing services to these client locations that supports this effort. Their work is essential in supporting our community and providing essential goods and services during a state of emergency.

Thank you for your understanding.

Telaid Industries, Inc.

This service technician is currently on their way to or from a client location to perform a critical service on behalf of Spectrio. Please note the detailed information below.

Technician Name:

Client Name:

Client Location:

Date & Time of Service Call:

Associated Work Order Number:

For verification purposes, you may contact Spectrio the following ways:

- **LabCorp digital signage installation and service visits please contact 800.476.5042 or email labcorpds@spectrio.com**
- **Non LabCorp Digital signage installation and service visits please contact 800.584.4653 (x6504) or email videosupport@spectrio.com**
- **In-store music/on-hold messaging installation and service visits please contact 800.584.4653 (x1017) or email audio_installation@spectrio.com**

Following guidelines set by the CDC, all service technicians working on behalf of Spectrio are proactively taking steps to reduce the risk for all parties, and have been instructed to inform Spectrio if they have been diagnosed with, have potentially been exposed to, or exhibit symptoms related to COVID-19. Any technician who has potentially been exposed, exhibits symptoms, or who has been diagnosed with COVID-19 will NOT be assigned any service visits to client sites on behalf of Spectrio. All service visits are currently being scheduled in a manner that reduces face-to-face interaction and all CDC-recommended social distancing and sanitation procedures will be followed.



April 22, 2020

To Whom It May Concern:

Telaid continues to remain focused on the health and safety of our employees, customers and business partners. We encourage you to continue to follow and communicate the CDC's recommended guidance on behaviors and precautions to your employees, per the CDC website below:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

In addition to the recommendations above, please see guidelines/questions below for our partners and their technicians:

- Before going to a site, please take your temperature.
 - If your temperature is 100.0 degrees or higher, please contact Telaid immediately and **DO NOT GO** to site.
- Have you traveled within the last 14 days internationally, via air travel and/or cruise?
- Have you had close contact (defined within 6' for greater than 30 minutes) with or cared for someone diagnosed with COVID-19 within the last 14 days?
- Have you had any of the following symptoms: fever/feverish, chills, dry cough, difficulty breathing, or digestive systems such as diarrhea, vomiting, and/or abdominal pain?
 - If the answer is 'No' to all 3 questions, please proceed as scheduled with your work assignments from Telaid.
 - If the answer is 'Yes' to any of the 3 questions above, please **DO NOT GO** to site and call Telaid immediately regarding your scheduled upcoming assignments.
- Always maintain a 6' distance from all employees, customers or other technicians unless the work being performed requires multiple people for scope or safety compliance.
- If you have tested positive for COVID-19 please **DO NOT GO** to site and call Telaid immediately regarding your upcoming assignments.
- Do not gather during site walks, meals or breaks and always maintain required social distancing of 6' from people around you.
- Gloves can be purchased locally and worn if desired. They are not a requirement, but if anyone chooses to wear them, they still need to follow the CDC guidelines on touching faces, washing hands when removing the gloves and following the proper procedures for removing and disposing of used gloves.



- Masks: Due to the latest CDC and Government recommendations, we are asking that every technician entering our client locations wear a mask at all times. Do your best to source them locally. If you cannot source N95 masks locally, any mask, gaiter masks, neck tubes, cloth (i.e. bandana) as outlined during the President's addresses, and on the CDC website (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>), should serve the proper purpose.
- Please maintain proper hygiene by washing hands frequently throughout the workday and stay home if you have any symptoms or have been around anyone that has them or has been diagnosed with COVID-19.

Thank you for helping us prevent the spread of COVID-19 while we continue to service the essential business of our clients.

Please contact Telaid's Dispatch Center with any questions or concerns with your work assignments via our 24/7/365 Support Center @ (866)566-4295.