

Information regarding how employers are generally handling situations related to COVID-19

When the Franchise Owner or member of their team has tested positive for COVID-19

- ❖ Ask the individual to confirm the diagnosis is based on a positive test or evaluation by a health care professional and not just based on the individual displaying symptoms or thinking they have COVID-19.
- ❖ Encourage the individual to see and/or speak with their local health department for guidance and treatment.
- ❖ Require that the individual not return to work until cleared to return to work by a health care professional.
- ❖ Ask the individual who he or she has been in contact with at work for at minimum of two days (and ideally for a period of 14 days) before their symptoms started.
- ❖ Inform those persons who were identified as having been in contact with the individual at work that they may have had contact with someone at work who has a confirmed case of COVID-19, without identifying the individual (due to medical privacy laws). Those persons include other staff, vendors and customers.
- ❖ Sanitize the workplace, areas the individual worked in and equipment/vehicle the individual used.

When the Franchise Owner or member of their team has been exposed but is not yet showing symptoms of COVID-19

- ❖ Encourage the individual to visit the CDC website and strongly recommend the individual follows all CDC recommendations included but not limited to, self-quarantine (if applicable), sanitize your work area, self-monitor for signs and symptoms of COVID-19, stay hydrated and list out who you've been in contact with since possible exposure in case the individual does develop symptoms and/or return a positive COVID-19 test—in which case see other applicable guidance above.

Any best practices, guidance or related information we share with you and corresponding decisions we make are intended to help protect customer goodwill toward our brand, as protecting the brand from potential reputational harm related to COVID-19 is paramount to your franchised businesses, as well as customers and all stakeholders in the Neighborly franchise system. While we do not control the details of work at any franchised business, we strongly urge you to carefully review and evaluate all information we share with you. Importantly, information we share with you is based on available information from various health agencies and other resources to-date; it is neither a comprehensive assessment of a franchise owner's employer-related obligations nor a substitute for legal advice on specific issues. Franchise owners are solely responsible for compliance with all laws and regulations applicable to their franchised businesses. As to specific issues involving franchise owner employees related to COVID-19, franchise owners should consult with their lawyer for a full assessment of the facts and legal advice tailored to your situation. COVID-19 developments remain fluid and franchise owners must make an effort to stay abreast of these developments. Unless we make brand-related decisions regarding certain system requirements, franchise owners should make the decisions they deem best for their businesses and employees based on the unique facts and circumstances they may face, while understanding that an open line of communication and full alignment with the brand must be maintained from a brand protection standpoint.