



NEMO|etc.

353 Christian Street, Unit #13
Oxford, CT 06478
(203) 262-9245

ENGINEER

EVALUATE

TEST

CONSULT

2020-05-05

Dear Valued Customer:

I hope this finds you and yours well during these challenging times.

NEMO|etc would like to outline the measures the company has put in place to address Coronavirus (COVID-19) at our Connecticut and South Carolina facilities. While the stay-in-place orders issued by the States present a challenge to business operations, NEMO|etc is considered an essential business, and our facilities remain fully-operational. Because the safety and wellbeing of our staff and our customers' representatives is our top priority, NEMO|etc has implemented several policies and procedures in response to Coronavirus (COVID-19).

NEMO|etc implemented a work-from-home program, which has been in place since mid-March, for staff whose duties can be fulfilled remotely. Our staff is fully equipped to maintain a high-level of service and are connected via phone, email and MS Teams mediums. Mailings and courier packages are received as normal.

Our testing laboratories are fully operational, implementing enhanced hygiene protocols and social distancing requirements. As of May, we have started allowing customers to return, under strict guidelines and following established procedures. When you plan your next visit, you will be advised of these guidelines and procedures, and will be expected to agree to them in writing prior to being granted access.

To promote a safe work environment, NEMO|etc has implemented the following companywide policies:

1. Personal hygiene protocols, including washing hands frequently for at least 20 seconds
2. Implementing social distancing as a requirement, as recommended by the CDC and WHO
3. Disinfecting individual work surfaces several times per day, and all common equipment immediately after use.
4. All staff are required to wear protective gloves while handling all incoming packages, and all incoming packages are wiped down as part of the receiving process.
5. Staff experiencing any symptoms of illness are prohibited from reporting to work.
6. In the event of possible exposure, employees are directed to self-quarantine for 14 days.

We will keep you informed of any changes that impact our operations or create constraints, as we work through this dynamic situation together.

Our family here at NEMO|etc welcomes the opportunity to work with each customer on creative and robust alternative service solutions while being mindful of current health and safety concerns. NEMO|etc is committed to continuing our partnership with you.

Please contact us with any questions or to discuss your service needs and concerns.

CT Customer Service: Linda Reith
Direct Line: 203-262-9245 x 110
Lreith@nemoetc.com

SC Customer Service: Hope Corby
Direct Line: 203-262-9245 x 200
hcorby@nemoetc.com

Sincerely,

Robert Nieminen
President
NEMO|etc