



# The COVID-19 Coronavirus and nThrive protocols

The nThrive approach is to align with the CDC recommendations, as well as recommendations from other Government agencies in the US and India, to help ensure that our colleagues and their families stay safe and healthy. nThrive is continuing to monitor the situation and will provide updates as needed.

nThrive is fully operational and will continue to provide full service and support. As we work through the uncertainty and challenges surrounding COVID-19 Coronavirus, our priorities at nThrive remain clear and will guide us in all we do:

**PRIORITY**  
**1**  
*Ensuring colleague safety*

**PRIORITY**  
**2**  
*Supporting operational continuity*

**PRIORITY**  
**3**  
*Extending additional support for our clients*

## nThrive work protocol for colleagues

- ✓ nThrive has made the decision to ask colleagues to work from home through May 1. Ordinarily, this represents 50% of our workforce however, we expect to exceed 88% remote-enabled colleagues this week.
- ✓ For our colleagues who we rely on to work in a central office location, our offices are open and safe, and we have asked these colleagues to continue to support our clients' operations in this fashion.
- ✓ We are proactively taking additional cleaning and disinfecting measures at our central office locations where colleagues are needed.
- ✓ Effective March 13, all onsite candidate interviews have been moved to virtual interviews, via Zoom.

## nThrive travel protocol for colleagues

- ✓ The health of nThrive clients, colleagues and partners is our primary concern. In light of global precautions for the COVID-19 Coronavirus and building upon recommendations from the CDC, the company has adopted new travel restrictions (both US and international) for internal meetings, and for participation in all external events until May 1 (future events will be assessed as the situation is monitored).
- ✓ nThrive colleagues have been asked to hold any group meetings virtually, via Zoom, through May 1.
- ✓ Colleagues who are traveling internationally (outside of the United States) for PTO or on business, or going on a commercial cruise (any destination), will coordinate with their supervisor before leaving and will plan to work remotely (if job duties permit) for two weeks following their return.
- ✓ nThrive is continuing to monitor the situation and will provide updates as needed.

## nThrive client site and visit protocol

- ✓ nThrive has asked colleagues who work at a client's site to please stay informed about the client's practices and follow those accordingly.
- ✓ We know that our work serving our clients must continue. Our colleagues in client-facing roles have been asked to check with each client before planning a visit.
- ✓ We know that many health care organizations are implementing protocols that prohibit certain appointments and visits. ■



## Additional colleague protocols

- ✓ Colleagues have been educated to wash hands often and for at least 20 seconds, as well as to use an alcohol-based (60% alcohol) hand sanitizer if soap and water are not available, as well as to avoid touching their eyes, nose and mouth.
- ✓ nThrive has asked colleagues to clean all "high-touch" surfaces every day, including counters, tabletops, doorknobs, phones, keyboards and tablets.
- ✓ Colleagues have been asked to stay home if they are sick, and to not return to work until they meet the CDC guidelines. Specifically, before returning to work: a colleague must have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND other symptoms have improved (for example, when your cough or shortness of breath have improved) AND at least 7 days have passed since your symptoms first appeared.
- ✓ nThrive has asked colleagues that if they reside with someone who has a respiratory illness to coordinate with their supervisor and work remotely in order to avoid bringing infection into the workplace.
- ✓ Additionally, we have created a **confidential** HR Hotline exclusively for reporting illness and/or possible exposure.