

Date: 6/23/2020

## Mutoh Technical Training Policy during COVID-19

Dear Valued Reseller,

In effort to resume technical training during COVID-19 to better serve our customers, Mutoh America has put in place a policy to keep everyone as safe as possible and to limit exposure to our trainers, staff, reseller partners and other guests. Below is a summary of the precautions we are taking and expect all incoming travelers to abide by. If at any time a Mutoh staff member feels that a guest is refusing to comply with our guidelines, the guest will be asked to leave the premises without completing the class.

- Limiting Class Size** – Class size is limited to 4 students and 2 trainers to adhere to the CDC’s guidelines of social distancing. Based on the size and space of our training room, this is the maximum amount of people allowed.
- Temperatures Checks** – Every morning upon arrival, all guests will have their temperature checked for safety. We realize we are in Arizona and the outside temperature often surpasses 100°F so if your temperature is above 100.4°F, you will be sent to a quiet, cool room, to rest for 10 minutes. We will check your temperature again, and if it still remains 100.4° or above you will be asked to leave.
- Masks** – Masks are mandatory and must be worn at all times while in the building and classroom. Please bring a mask. If you do not have one, one will be provided for you upon entry.
- Tools and Gloves** – We will provide latex gloves and sanitized tools to use during class. Please do not bring any tools other than your laptop.
- Food and Beverage** – We will supply water and coffee in a sanitized craft with single use creamer and sugar. Lunches will be brought in and all participants are expected to consume their food inside the training room.
- Bathrooms** – All participants are to use the guest bathrooms in the front of the building as directed by trainers.
- Entering and Exiting the Building** - Upon entry and exiting of the building everyone shall use the entrance thru the demo room. All participants shall wait in the training room for their shuttle or rideshare at the end of class and not loiter in the lobby or elsewhere.
- Room Sanitization** – Our bathrooms and other facilities are cleaned and sanitized regularly, but we will be sanitizing work surfaces, equipment and high traffic areas within the training room every day at the end of class.
- Travel Quarantine** – As a disclaimer, Arizona has recently seen an increase in COVID-19 cases. Some states are now enacting a 14 day home quarantine period if their residents have recently returned from Arizona. Please be aware of this and know your state’s policy upon your return home.
- COVID-19 Policy Changes** – Due to the fluid nature of the situation and policies, Mutoh has the right to cancel classes upon short notice due to any reason including, staff sickness, changes in CDC guidelines, State and Local guidelines and more.

This policy is in addition to any recommended CDC guideline, State and Local guidelines, which Mutoh America will always adhere. Thank you for your participation and we look forward to seeing you soon.