



To Our Valued Clients, Design Teams, Subcontractors, Suppliers, and Community Members:

Nielsen joins the community in its concern over the COVID-19 (Coronavirus) pandemic. We have all been presented with challenges over the last few weeks that few of us would have predicted. We are monitoring developments from the Centers for Disease Control, Virginia Department of Health, and other local, state, and federal government agencies. At this time, Nielsen has had no COVID-19 cases at any of our jobsites or office.

At the forefront of Nielsen's concern is the health and well-being of our employees, clients, business partners, and community members. We wanted to inform you of some of the steps we are taking to address the situation, mitigate some of the impact, and prevent the spread of the virus at our jobsites and facilities.

We are taking the following steps to address the situation:

- We are routinely communicating with our employees to encourage them to practice good hygiene procedures such as hand-washing, covering coughs and sneezes, and avoiding touching their faces. We are providing hand sanitizer as we can find it and purchase it.
- We send out daily emails to jobsites on updates and changes.
- We posted COVID-19 posters regarding awareness and precautions at all jobsites and the home office.
- Nielsen's office and project sites have all been closed to visitors. Only essential personnel are permitted at any of our locations.
- All personnel have been advised to be diligent about wiping down often-touches surfaces with disinfecting wipes, sprays, and other products.
- We have instructed all employees to stay home if they are sick! We have also instructed our superintendents to monitor our employees and subcontractors and to send them home if they come to work and are sick.
- Our Human Resources department is checking with every one of our projects daily to monitor any potential employee or subcontractor illnesses.
- Personnel on project sites have been asked to e-mail their paperwork to the office so that we can prevent unnecessary contact with others.

- All office personnel have been asked to minimize unnecessary visits to projects and to practice social distancing to the best of their ability. Project manager and project engineers have been asked to visit only their projects.
- We have asked our management and supervisory personnel to hold meetings via telephone or via video-conferencing as much as possible to also assist with social distancing.
- We are encouraging some employees to work at home if the nature of their work can be done remotely.

We want to be proactive in attempting to keep those involved in our projects, as well as the community at large, protected from the effects of COVID-19. We will continue to offer the highest level of service to our clients and will do everything in our power to keep projects staffed and productive while practicing the above measures. It is our honor to continue to work with and serve you all, particularly in such a challenging time. We send our very best to each one of you and hope that you remain untouched by COVID-19.