

Dear customer,

FINK mobility has taken the following measures in order to protect its employees, customers and the society:

- We have reviewed our contingency and business continuity plans to make sure they are good enough to face the COVID-19 pandemic.

We have established protocols for our teams and have trained them

- to make sure all actions and preventive cares are understood by all.

We have implemented home office for our office staff and you

- should see no difference in our services, considering FINK has paperless operations and all documentation is in our system.

We are suggesting virtual surveys to customers, instead of sending

- the surveyor to the residence.

We have put masks and alcohol gel available for all employees and

- trucks, in case you feel more comfortable requesting them to use it while at your residence.

All our crews carry liquid soap and disposable towels to frequently

- wash their hands during the services.

We are working together with customers HR's and private customer

- to establish the best customized procedure considering time and origin of a possible travel of the families we need to assist.

Special cleaning of our facilities is taking place daily.

- We have organized private transportation to our operational crews to prevent them to use public transportation.

Our HR is keeping all employees duly informed every day to assure

- every employee is aware of any development in the procedures and actions taken.

All travels are cancelled.

- Management is monitoring and keeping regular pre-establish calls with all divisions to keep communication as frequent as in the office.

We reassure our commitment to our people and the society, while

- keeping our services with seamless adaptation to the difficult reality we are now facing regarding COVID-19.

Stay safe!

