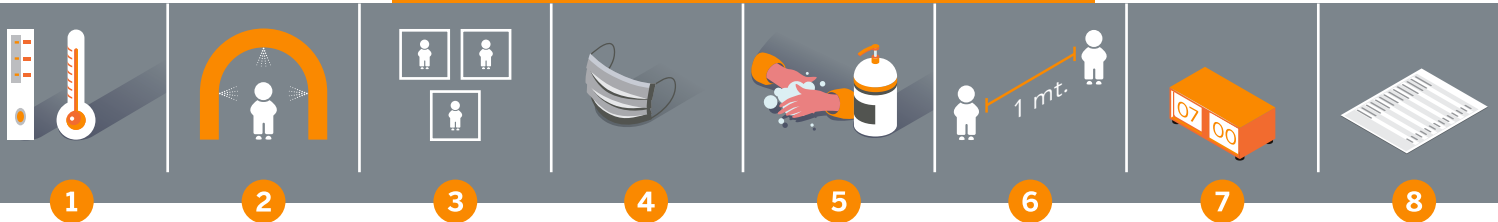




As the Coronavirus Pandemic sweeps across the world, from the very beginning we have implemented the following **measures provided by MINSAL (Ministry of Health) and ACHS (Chilean Safety Association)** to safeguard **our customers and team members.**

GENERAL MEASURES



1. We carry out a daily temperature check to all people entering our offices and to our collaborators. Additionally, the latter undergo a **Rapid COVID 19 Detection Tests** periodically.
2. We installed a sanitizing tunnel (Hypochlorous Acid), through which all people entering or leaving our facilities will pass.
3. We have reduced the number of people physically working in our facilities by establishing a teleworking system that will allow us to maintain the required social distancing.
4. The use of masks and personal protective elements (PPE) is mandatory in all our facilities.
5. We have installed alcohol gel dispensers in various areas of our premises in order to complement hand washing.
6. We have established shifts and social distancing for the use of dressign rooms and the cafeteria.
7. We have created flexible schedules for entry and exit for all personnel.
8. We have established a protocol in case of infection risk.

PROTOCOL FOR THE PERFORMANCE OF OUR SERVICES

1. Before leaving for service, both a **Rapid COVID 19 Detection Test** and a temperature check are performed on all members of the crew.
2. Mandatory use of masks, gloves, shoe protectors and protective clothing while performing work.
3. Constant washing of hands and use of alcohol gel.
4. Sanitization of our vehicles with disinfectants, for greater safety of our movements.
5. Sanitization of all requested furniture and articles.
6. Social distancing among our team and customers during the development of our services.
7. Customers answer a Covid-19 survey prior to scheduling the service date. This survey is performed again when the crew arrives to the customer's address.

PROTOCOL THAT OUR CUSTOMERS HAVE TO COMPLY WITH

1. It is mandatory to reply to and sign the Covid-19 survey.
2. Comply with all the sanitary measures required by the WHO (hand washing, use of alcohol gel, avoid contact with nose and mouth and social distancing of at least 1 mt).
3. Mandatory use of masks by the customer and family, including domestic workers.
4. We recommend that any family member not required to supervise the removal activities leave the residence during the Delivery / Pick-up process. If this is not possible, customers may prepare a dedicated room where family members can stay while our staff is working.
5. If required, contact should only be held with the team leader, following the above mentioned safety measures.