



COVID-19 Safety Plan



Effective June 1, 2020



The safety and health of our FreshWorks team, our clients and visitors are of utmost importance. To help keep our community healthy, we have developed this COVID-19 Safety Plan that adheres to COVID-19 policies and mandates from federal, provincial and local authorities and is aligned with **BC's Restart Plan**.

Starting **June 1, 2020**, we will welcome team members to our new office at 1815 Blanshard Street! All employees who return to the office are expected to be familiar with, and diligently follow, the FreshWorks' COVID-19 Safety Plan. By working together, we are confident that we can provide a safe work environment for our team.

Keep doing our part – at home, in the community and at work



Continue to follow the basic practices outlined in the COVID-19 page on [FreshWorks Playbook](#).

Stay Home if You are Sick

Stay home if you are sick! If you are feeling slightly unwell, work from home, otherwise, use your sick leave in accordance with the [FreshWorks Sick Time policy](#).

Use the [BC COVID-19 Self-Assessment Tool](#) if you are concerned your symptoms may be COVID-19 related.

Physical Distancing Practices



- Continue to work from home and conduct virtual meetings as much as possible, in accordance with FreshWorks' Work from Home Policy and the Remote Collaboration [page](#) on FreshWorks Playbook.
- Limit visitors wherever possible. Ask clients and candidates to connect over video conferencing wherever possible. Visitors that come to the office must follow the procedures of the COVID-19 Visitor Policy.
- Take part in the phased return to work plan. This is voluntary for those who wish to return to the office (recent poll determined 36 employees will join throughout the month of June).

Physical Distancing Practices - Continued

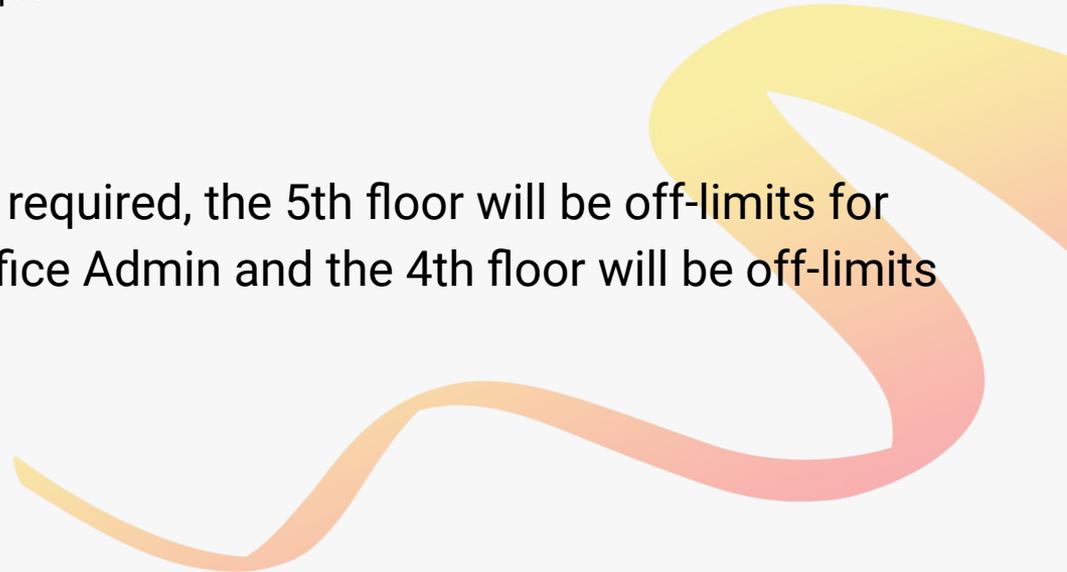


- Schedule a safety tour before coming to the new office for the first time - check out the schedule options and sign-up [here](#) for your tour! This is required of all employees.
- Follow the [June 2020 Seating Plan](#) which accommodates physical distancing requirements (e.g., team spread out over 3 floors, people are seated at alternate desks).
- Avoid handshaking or hugs outside of your family or those within your household.
- Limit elevator occupancy to 1 person at a time. Take the stairs whenever possible.

Physical Distancing Practices - Continued



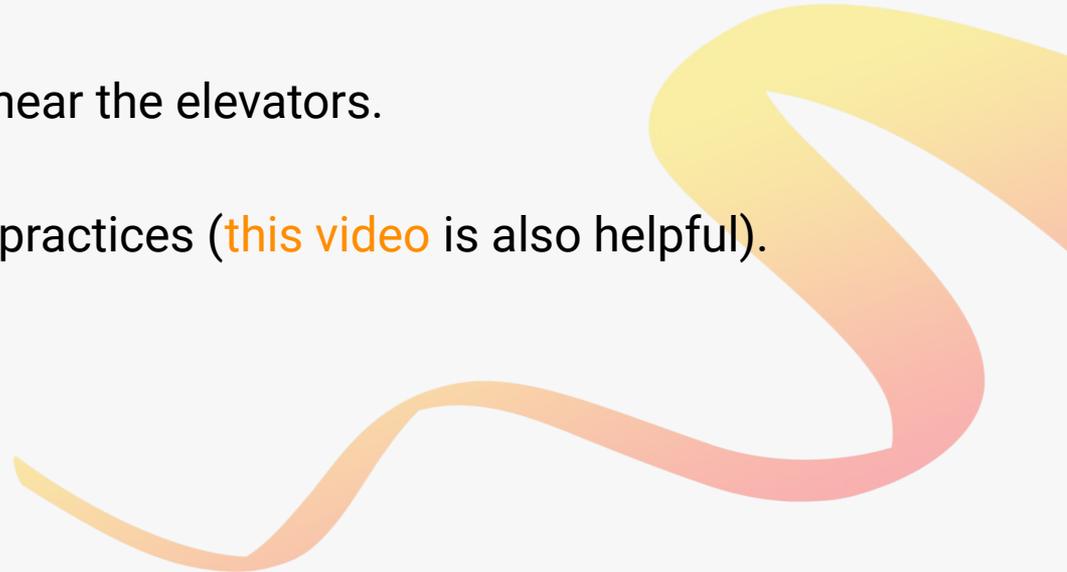
- Limit occupancy of Collaborative Spaces to accommodate physical distancing of 6 feet (2 metres) from others at all times:
 - Phone Rooms: 1 person
 - Phone Booths: 2 people
 - Break-out Rooms: 2 people
 - Conference/meeting rooms: 4 people
 - Kitchens: 3 people
 - Lounge areas: 2 people
- To limit the amount of cleaning required, the 5th floor will be off-limits for now, except for CEO, HR and Office Admin and the 4th floor will be off-limits for the week of June 1.



Enhanced Cleaning Practices



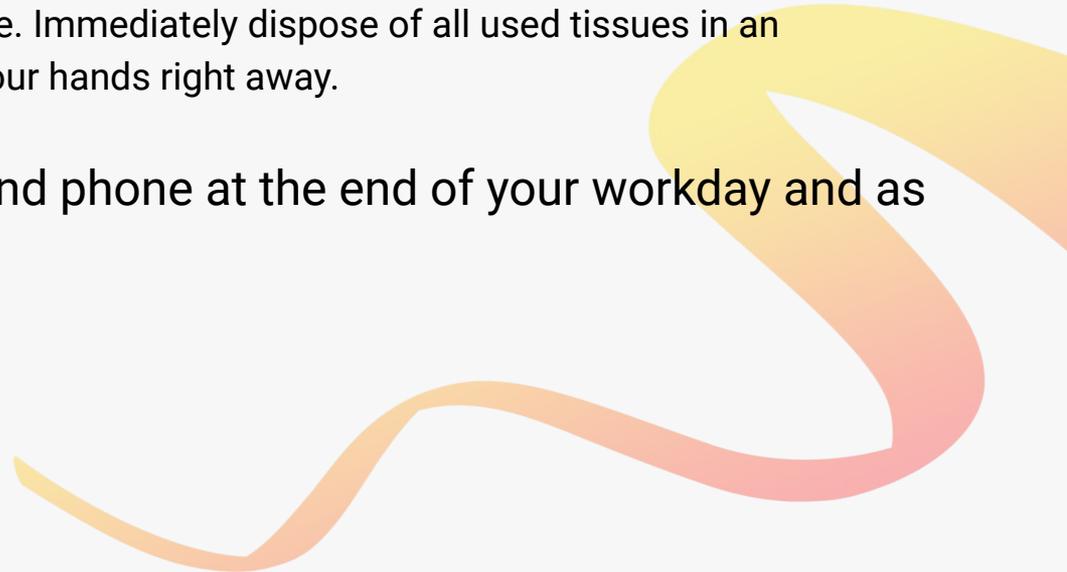
- Cleaner hired to sanitize high touch areas twice a day (e.g., door handles, light switches, kitchen areas, washrooms, meeting rooms, elevator buttons, etc.)
- Hand washing stations in all kitchens and washrooms.
- Hand sanitizer in lounge areas near the elevators.
- Signage on hand cleaning best practices ([this video](#) is also helpful).



Enhanced Cleaning Practices - Continued



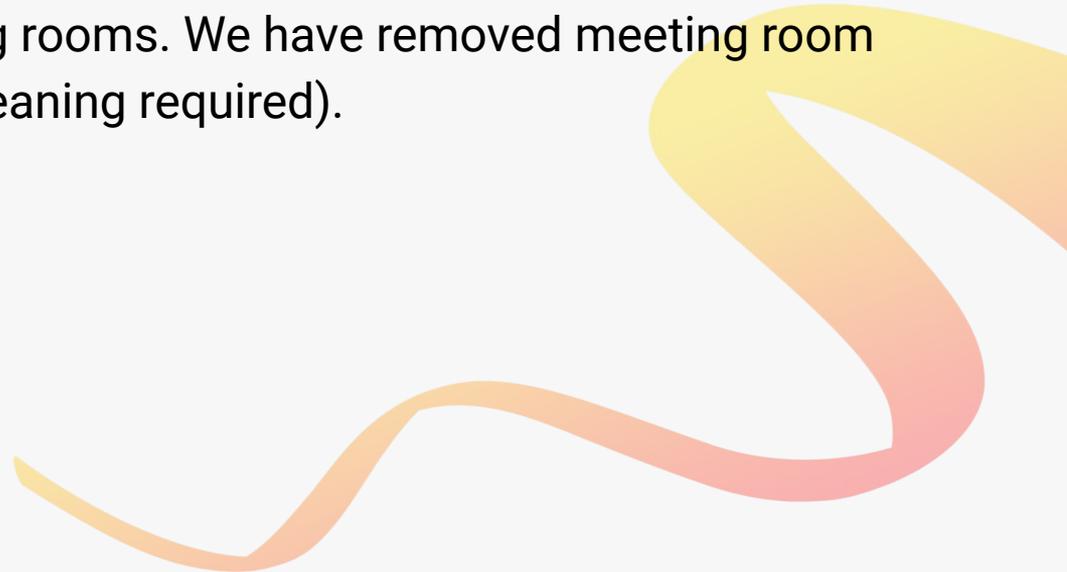
- Practice good hygiene, including:
 - Regular hand-cleaning (soap & water or alcohol-based hand rub).
 - Cleaning your hands before and after using communal areas, such as bathrooms, kitchens, meeting areas, etc.
 - Avoiding touching your face with unwashed hands.
 - Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Disinfect your desk, keyboard and phone at the end of your workday and as needed.



Enhanced Cleaning Practices - Continued



- Avoid eating at your desk or sharing any food, drink, or utensils.
- Minimize the number of personal belongings you bring to the office.
- Bring your own chair to meeting rooms. We have removed meeting room chairs to limit the amount of cleaning required).





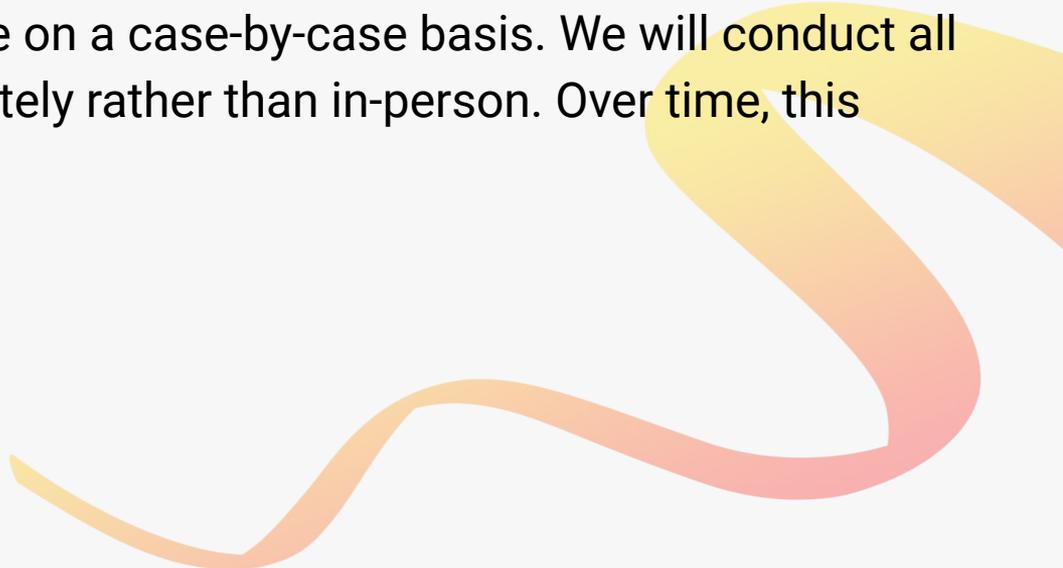
COVID-19 Visitor Policy



Effective May 1, 2020

Big Picture

Our focus is on helping to keep our employees healthy. Until further notice, we will allow visitor access to our space on a case-by-case basis. We will conduct all meetings, including interviews remotely rather than in-person. Over time, this may be relaxed.

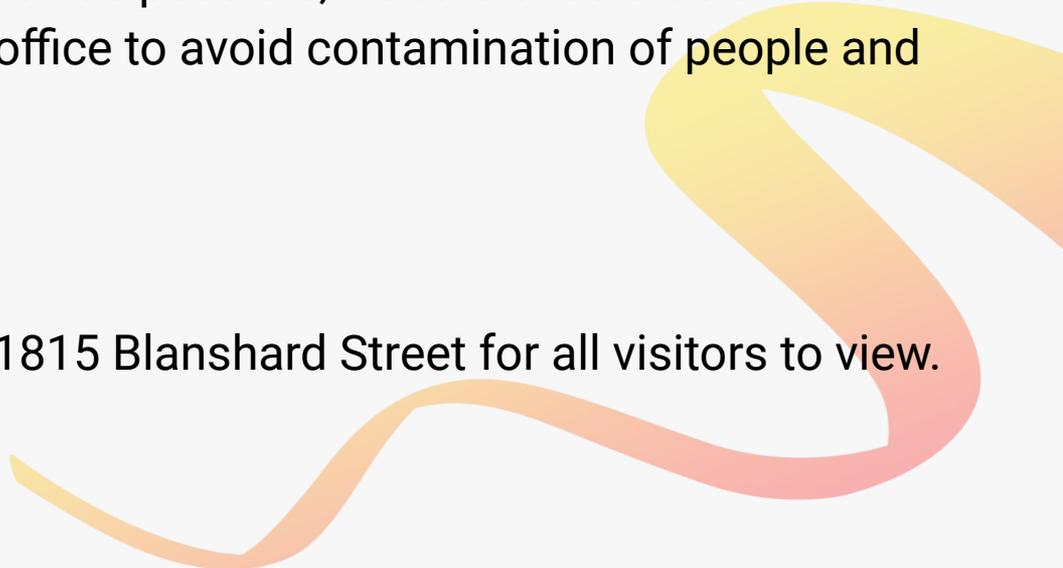
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Procedures

If visitors come to the office, they must adhere to our company's COVID-19 Safety Plan and sign in at our reception desk on the 5th floor to help us track all visitors. All visitors must be accompanied by a team member and must follow physical distancing practices. As much as possible, visitors should be allowed only minimal access to parts of the office to avoid contamination of people and spaces.

Additional Information

This policy is posted in the lobby at 1815 Blanshard Street for all visitors to view.

A decorative graphic consisting of a thick, wavy line that starts from the right side of the page, curves downwards and to the left, then curves back up and to the right, ending near the bottom center. The line has a color gradient from light yellow at the top to light pink at the bottom.