

J.S. Held is available to support clients throughout the ongoing COVID-19 global pandemic. We will continue regular communication with our clients while providing support on their projects. Below is some information on how we are continuing our operations, working on projects, and supporting clients during this time.

HOW IS J.S. HELD CONTINUING TO OPERATE?

HOW CAN J.S. HELD HELP ITS CLIENTS IF THERE ARE PARTIAL OR COMPLETE SHUTDOWNS OF OFFICES?

All J.S. Held staff are working from home and all non-essential travel is limited

Due to our large geographic coverage, we will continue to service clients by leveraging local resources and technology

We have staff within a three-hour driving distance of 95% of the US population, enabling us to continue site inspections

HOW IS J.S. HELD'S STAFF EQUIPPED TO WORK REMOTELY FROM HOME & MAINTAIN DAILY OPERATIONS?

All J.S. Held's core technology systems are cloud based and can be accessed easily from any location

Our corporate data storage and collaboration tools are on a secure, cloud-based systems

Two-factor authentication covers both office and home, so we can work securely. Our cyber security systems are cloud based as well

J.S. Held staff have company-provided cell phones and Microsoft Teams-based calling, which also enables us to work in an office and remotely

J.S. HELD TECHNOLOGY-ENABLED SERVICES

J.S. Held utilizes industry leading technology to provide enhanced data to clients on projects.

HoloBuilder

We utilize HoloBuilder, which allows us to:

- > Insert 360° images into building floor plans or drawn-up field sketches to create a virtual 3D walk-through of a project site
- > Document sites from the smallest residential property to multiple commercial buildings on different properties with multiple floors, all in one report
- > Add follow-up inspections and include those images in the same report to show progress

The highlight of HoloBuilder is that it allows us to do all of this documentation at a rapid pace while onsite. This platform has not only proven useful for our internal reference while working on a project, it has also proven invaluable for our clients as a reference to the site, especially if they were unable to walk the site themselves.

Matterport

The use of Matterport technology allows us to:

- > Scan a site and create dimensionally accurate floor plans
- > Gather quantities of scope
- > Log 2D photos
- > Provide a high-definition, 3D walk-through of a site

This process allows a significant portion of our work to be performed off site and provides high-quality visuals.

Drones

We have **46 FAA-certified pilots** strategically located across the US, Mexico, and South America.

- > All our drones utilize a super high-resolution 4K camera
- > We also have two drones with IR cameras (utilized by our Roofing & Engineering Divisions)

Our drone services allow us:

- > A unique opportunity to avoid human contact during these unprecedented times, since we don't require oversight or building access to fly over a structure to conduct our inspection
- > The ability to quickly capture the necessary information to make rapid assessments of exterior damage, roof penetrations or issues, and construction site monitoring
- > To conduct quick inspections. Our drone inspections are usually completed in less than 30 minutes of flight time, yet still provide an unprecedented number of high-quality photos and videos to utilize in our evaluations of the loss event

WHAT IS J.S. HELD DOING TO MAINTAIN SAFETY WHEN ON JOB SITES?

Before going on a field assignment, our teams contact the internal COVID-19 Safety Team, who perform travel-based risk assessments and provide guidance on a case-by-case basis

WHAT SURGE PLANS ARE IN PLACE IF A MATERIAL NUMBER OF STAFF ARE AFFECTED BY THE VIRUS?

As with any catastrophic situation, maintaining capacity for work surge or to compensate for staff who are unable to handle assignments is our top priority and monitored daily

We leverage virtual work solutions to ensure the proper staff is in place to respond to geographic needs

We can relocate staff geographically if we need to increase resources in targeted areas

WHAT ARE OUR CONTINGENCY PLANS IN THE EVENT A CATASTROPHIC EVENT CONFLUENTS WITH AN ACUTE IMPACT FROM THE VIRUS?

As with all catastrophes, we will (subject to government restrictions):

Mobilize all necessary staff

Ask clients to triage matters that require expertise

Move staff into the affected CAT zones as we have for previous CATs

CONCERNS WITH MANAGING A CAT EVENT ALONGSIDE THE VIRUS

Our greatest concern is the health and wellbeing of our staff and those they encounter

As noted below, because we have epidemiologists and toxicologists on staff, we are continually updating our internal recommendations and company requirements to ensure that all staff are safe

CURRENT IMPACT TO SERVICE DELIVERY

We are not permitting any air or train travel. However, with staff located within a three-hour driving distance of 95% of the US population, we are able to continue site inspections

J.S. HELD'S CURRENT SERVICES SPECIFIC TO COVID-19

It is important to note that our COVID-19 team includes a Ph.D. Epidemiologist, who worked at the Center for Disease Control on SARS, Toxicologists, and Infection Control Risk Assessors.

Our team has been involved in preparation and cleanup plans associated with bloodborne pathogens, Ebola, Norovirus, and other infectious diseases.

HOW CAN J.S. HELD SUPPORT OUR CLIENTS AT THIS TIME?

- > All regular services
- > Evaluation of risks and pandemic disease planning and business response plans
- > Best practices for cleaning of potentially contaminated facilities
- > Technical support from Ph.D. Epidemiologist, Toxicologists, and Infection Control Risk Assessors
- > Assessors on controlling outbreaks and transmission prevention procedures
- > Preparation of clearance testing by industrial hygienists
- > Evaluation of contingent business interruption damages
- > Evaluation of outbreaks to determine incidence/cause and origin
- > Respiratory protection training (fit testing, etc.) And other personal protective equipment training
- > Hazard communication
- > Review of lost income

For more information, please contact the J.S. Held Safety team at safety@jsheld.com.