



A Note from Handy: How We're Handling COVID-19

At Handy, our top priority is the safety of the professionals and customers on our platform. With the COVID-19 (Coronavirus) outbreak, we are doing everything to keep people safe. That means being transparent with you about what steps we are taking during this difficult time.

General Precautions:

- We are following “shelter in place” orders across the country. The services that are available through the Handy platform fall under an exemption to these orders, which allows residents to leave their home to perform business such as plumbing, electrical work, cleaning, and other services that are necessary to maintain the safety, sanitation, and essential operation of residences. That’s why Handy services continue to be available in these areas.
- We are waiving cancellation fees for any customers and professionals who (1) have been diagnosed with COVID-19, (2) feel sick on the day of a scheduled booking, (3) are in a mandatory quarantine or are self quarantining, or (4) do not feel safe having a booking because of COVID-19.
- We recommend that customers, professionals, and store associates also review the CDC's guidelines for reducing the spread of COVID-19. These include:
 - Social distancing
 - Washing hands frequently and vigorously for 20 seconds to prevent the spread of germs
 - Avoiding touching of the eyes, nose and mouth
 - Cleaning and disinfecting frequently touched objects and surfaces using a regular household cleaning spray or wipe
 - Cover your nose and mouth with a mask or cloth face-covering when in public and unable to maintain social distance

Pro Health & Safety:

- Each active pro is receiving a personal protective equipment box (masks, gloves). For each box sent to a pro, Handy is procuring an additional box to donate to a local hospital. Handy will also send replacement supplies to pros.
- If a pro is diagnosed with COVID-19 or ordered to quarantine, Handy will pay the pro for 14 days (based on a rolling prior 4-weeks).
- Each pro should have a box of cleaning supplies and is notified to use them in customer homes.
- Each booking instruction includes a requirement that the pro disinfects each surface they touch.
- Each pro is required to wear a mask and gloves during the booking in accordance with CDC recommendations.

Customer & Pro Communications:

- Regular communications to both customers and pros about best CDC practices, including social distancing
- Notifications in pro and customer help centers reminding of best CDC practices, including social distancing.
- Handy customer service agents trained to respond to questions related to COVID and CDC guidelines.
- Customer pre-booking notice via email and/or SMS reminding of best CDC practices, including social distancing.