

## On-Site Service Days Requirements during COVID-19

The following requirements have been developed to keep our customers and employees safe during the COVID-19 pandemic.

- Where possible and in most cases, service days will be delivered virtually.
- For onsite service days, please note these requirements:
  - Scientific Learning employees are encouraged to wear a mask or other face covering while at customer locations.
  - Scientific Learning employees will abide by all state, city or county requirements for masks or face coverings and social distancing
  - To ensure social distancing, please observe the following guidelines:
    - For onsite Professional Development/Training sessions, please limit the number of attendees to 12-15 max. Ensure training room will provide for social distancing of at least 6 feet.
    - Contact your Customer Success professional for recommendations for training larger groups of educators
    - If the Customer Success Professional determines that delivering scheduled on-site services represents a health or safety risk they reserve the right not to provide the services as scheduled. In such a case, customer may elect to either (a) postpone the delivery of the services until such time as it is safe to provide them on-site, or (b) convert the on-site services to virtual services.
  - Scientific Learning employees are unable provide onsite service for states requiring 14-day quarantine