



Serving Our Clients During COVID-19: Re-Opening of Nexus Offices

To our valued clients,

The COVID-19 pandemic has created tough circumstances for many across our industry.

While we miss working together at our offices, we quickly rose to the challenge of pivoting to remote operations and have continued to deliver the level of service our clients expect and need throughout these challenging times.

On April 27th, Governor DeWine revealed "Responsible Restart Ohio," the plan for re-opening the state's economy.

Starting today, May 11th, Nexus will begin phased re-opening of our Cleveland and Maumee offices in accordance with the guidelines presented by the Governor and Ohio Department of Health.

Our re-opening will remain grounded in these guiding principles:

- Minimize the risks to the health and safety of our team members
- Provide our team members with flexibility to manage their health and family needs
- Follow the evolving guidelines outlined by the state of Ohio

In preparation for this transition, we have created a comprehensive plan to keep our team members safe and healthy. We will follow the recommended procedures and best practices related to:

- Face coverings
- Self-health assessments and reporting
- Social distancing and personal conduct
- Hygiene and disinfecting
- Facility capacity limits

We are confident that our transition back to the office will be just as seamless as the transition to working remotely. Our commitment to providing unmatched service to our clients remains our top priority throughout this process and beyond.

Sincerely,

Marianne Corrao & Jeff Herzog
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