

March 16, 2020

CORONAVIRUS UPDATE

To: Supplier Partners of Non-Employee Workers Who Regularly Access MetLife Facilities (U.S.)
From: MetLife Global Procurement

As coronavirus (COVID-19) cases increase around the world, we are diligently focused on balancing the needs of all our stakeholders. In times like these, it is our priority to ensure you, our supplier partners and your employees, are protected and feel supported as you continue to serve the MetLife customers who count on us. With that in mind, MetLife is implementing the following measures today but will continue to monitor the situation and update you if it changes.

Working location and support through April 3:

- **All our offices will remain open to support our customers and continue to enable our business continuity plans.** However, if site leaders have informed you, or your employees, that a site is either officially closed or that a site is directed to work from home, please follow that site leader's guidance.
- **If your employees are uncomfortable coming to their MetLife office, or are unable to work in the office** given the increased school closings, or limited transportation options, they may work from home.
- **For business processes where on-site non-employee presence is critical to ensure business continuity,** they should continue to report to work, following our business continuity plan, and/or MetLife local site guidance. If non-employees have specific questions or concerns with coming into the office as part of our business continuity plan's critical process work, please let us know and we can work towards a solution.
- **For New York state office locations specifically,** while our offices will remain open, consistent with the recommendation of Governor Cuomo, we are encouraging non-employees to work from home. However, if your employees are in a business process that requires on-site presence to ensure business continuity, please see above.

We want to recognize the significant flexibility our supplier partners have demonstrated over the past few weeks and hope this change in process reduces the burden on both you and your employees. We have provided tips and tools on the [Coronavirus microsite](#) on [MyMetLife](#) to prepare non-employees for the possibility of working from home.

Enhanced workplace safety:

We have implemented additional cleaning measures recommended by the Centers for Disease Control, including the use of:

- Hospital grade disinfectant
- Antibacterial soaps in both bathrooms and pantries
- Microfiber cleaning cloths
- Automatic Purell dispensers located in common areas



We have also onboarded additional porters to exclusively and continuously focus on high-touch areas defined as copy rooms, elevators, conference rooms (touch pads, AV connections, door handles), dining/fitness facilities, etc.

Additionally, all “pop-up” vendors in cafeterias have been temporarily discontinued to further limit the risk of exposure. The cafeterias will only provide served food (no self-serve), and later this week, we will be moving to free box lunch service only.

Should an office be exposed to coronavirus (even indirectly), we are complying with infectious disease protocol to clean and sanitize the affected work areas. We have also placed limitations on outside guests in our facilities.

As we navigate these complex times together, your feedback and questions are helping us continue to evolve our plans for our non-employees as the situation evolves, and we will continue to listen.

Let’s continue to be there for our customers and each other. Please keep focused on your own health and thank you for all you do for this great company!

Best regards,

Your MetLife Team

March 12, 2020

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From: MetLife Global Procurement

MetLife continuously monitors developments of the coronavirus (COVID-19) and is taking steps to ensure the health and safety of our entire workforce and our clients. As we move forward this week, we will work with our entire workforce, employees and non-employees alike, putting our Business Continuity Plans to the test by virtualizing portions of our work currently on performed on-site in MetLife facilities.

As a supplier partner to MetLife, your employees working on-site may be notified to work remotely in the upcoming days by their MetLife contact. If so, please have them coordinate with their MetLife manager to obtain the proper hardware and VPN access for continuity purposes. **If they have questions, have them connect with their MetLife contact.**

It is highly recommended that all supplier partners have their employees update their contact information on MetLife MyHub.

Instructions for MetLife MyHub:

1. Click [Edit Worker Profile](#)
2. Click the blue 'View More' button
3. Select 'Basic Information' to update numbers and 'Emergency Contact' to update emergency contact details
4. Click on the three dots to the right and select edit to update
5. Update business and personal mobile numbers and select permissions (everyone, manager or only you)
6. Click 'Save.'

The following individuals are not permitted to have access to MetLife facilities under any circumstances, unless they have completed a 14-day quarantine period and are without symptoms of the virus:

- Individuals displaying symptoms of COVID-19, including flu-like symptoms such as fever, cough and shortness of breath;
- Individuals who have tested positive for COVID-19;
- Individuals who have been exposed by close contact (within 6 feet) to someone who has tested positive for COVID-19;
- Individuals who recently have travelled to the following areas most affected by COVID-19: mainland China, Gulf, Hong Kong, Italy, Japan and South Korea (Please reference the [Centers for Disease Control](#) for continuous updates).

We require that you take immediate action to identify individuals to whom the above restrictions apply and ensure that appropriate action is taken to ensure they are not accessing MetLife's facilities.

Thank you for your continued partnership and we will continue direct communications accordingly as new information is received or you can reference up-to-date information on our [public site](#).