May 14, 2020

Re: Global Test Center Resumption–Social Distancing Testing Procedures

Valued Client and Test Taker,

Prometric is continuing to evaluate where and when we can begin re-opening test centers in our global network. To help ensure the protection of our employees and test takers and to remain in compliance with governmental mandates and recommendations from the CDC and WHO, safety practices will be enacted throughout the testing process and will be dependent on local government guidelines. The following sections outline these procedures and assume observance of social distancing via local government guidelines:

1. Arrival and Check-In Procedures

Prior to entering the test center building, test takers will be required to do the following:

- Bring and wear a mask during the entirety of their time at the test center, if mandated by local government guidelines. Both medical masks or cloth face coverings are acceptable. Any test taker that comes to the test center without a mask, where this is required by the government, will not be allowed to test, marked as a “no show,” and will not be eligible for a free reschedule.
  - If a face mask or covering is not mandated by local government guidelines, a candidate can still wear one, as well as gloves, for the duration of their testing experience.
- Comply with any other local or federal mandates and guidelines.
- Note: if you fall into any of the following categories, you will not be permitted to test until you no longer fit the criteria:
  - Have been diagnosed with COVID-19 in the past 14-days;
  - *Have been exposed to someone diagnosed with COVID-19 in the past 14-days:
    - *Medical and healthcare professionals who have been practicing safe and preventative measures using personal protective equipment with their patients are an exception.
  - Are experiencing flu or cold-like symptoms; OR
  - Have returned from travel to a highly infected area in the last 14-days.

If any of the above applies to you, please utilize our liberal reschedule policy to reschedule your exam on www.prometric.com. By entering the test center, you attest that you are clear of the restrictions to testing.

During the check-in process, all Prometric test center employees will:

- Have access to masks, gloves and sanitizing materials. All test center employees will be required to wear a mask, where this is mandatory by their local government. If this is not mandatory by the government, employees may still opt to wear a mask and gloves.
- Visually check the test taker’s glasses and ID (IDs with expiration dates from February 1, 2020 forward will be acceptable for testing).
• Require test takers to sign in on roster sheet with a Prometric-supplied pen. The pen will then be kept by the test taker throughout their testing experience and returned at check out. Scratch paper will be used during the exam, if permitted by the test taker’s program.

2. Proctor & Testing Room Procedures

Prior to entering the proctoring room, the following modified processes will be enacted:

• Test takers will be required to stand on the ‘stand here’ sign or ‘X’ in place on the floor, designating a safe distance away from the test center employee (where social distancing is in place according to the local government rules).

• Test takers will be asked to show arms and ankles, as well as empty their pockets from the agreed safe distance area. Please note that in order to ensure safe distancing practices, measures that require close personal contact such as wandng, biometric check-in, and second ID verification will be waived.

• Image capture (if applicable) will be completed from the same position. Mask will need to be lowered or removed momentarily for this process.

• Note boards will be replaced with scratch paper to avoid reuse of materials.

During the exam process, the following modified process will be enacted:

• Test takers will be seated in a manner that ensures distancing guidelines are satisfied during testing, following local government guidelines.

• Monitoring of the test room will be done exclusively using existing DVR monitoring. Physical walkthroughs will be waived unless there is adequate space to comply with local government distancing guidelines.

• If a break is permissible according to the exam program rules, center staff will follow established end of exam processes and will ensure the path is clear to exit.
  o If locker access is allowed during breaks, the same process applied during check-in will be followed. Candidates will be instructed to only access lockers for food, drink, and medication, with the exception of programs with full access.
  o Test center staff will record the time in and out of the test room, removing the need for the candidate to sign the roster.

3. End of Test Procedures

Once the exam is complete, the following modified processes will be enacted:

• Test takers will be asked to return to the reception/admin area to complete their sign out process.

• Test center employees will then:
  o Have the test taker return to the reception desk to sign out with the Prometric provided pen.
o Instruct test takers to provide all scratch paper and place them into a secure bin, if applicable.

Final cleaning procedures will require:

- Test takers to place their pen and locker key in a holding tub prior to leaving the facility, in order for these to be cleaned for the next test taker to use.
- Test center staff to use gloves when cleaning the used pens and putting them back into circulation at the end of the day.
- Test center staff to clean all surfaces, including every workstation, admin desk, and proctor desk, between each test taker and at the start and end of each day.
- Test center staff to securely destroy all used scratch paper prior to leaving the test center.

*Please note that these procedures will be subject to change as necessary.

**We have fully reviewed all test center operations and continue to reinforce expected actions at all test centers around the world that will mitigate the risk of spread of the virus at these locations. These procedures include cleaning high-touch surfaces (ex. test stations, keyboard keys, mouse, etc.) before we open, in-between each candidate, and at the end of the day, and providing disposable wipes so that common surfaces can be wiped.