April 3, 2020

Thank you for being such a valued PSI partner. The recent events surrounding COVID-19 have continued to disrupt business processes across the world and we know that they are affecting you and your business as well. The events have impacted our ability to serve candidates in our test centers. We continue to appreciate the opportunity to have collaborative discussions as we all are navigating through uncharted territories. Further, we are aware that the Center for Disease Control extended the federal social distancing requirements through April 30, 2020. With this:

**Current State:**

- PSI owned and operated test centers in the US will remain closed through April 30, 2020.
- Sites will re-open meeting social distancing requirement on Friday, May 1, 2020.
- If you are a state agency, association, certification or talent management client who can claim that you are an essential business, please reach out to your Account Manager to discuss resuming testing of candidates before May 1, 2020.
- While many third-party test partners practice closures as required by state and local mandates, some locations are open in the US and globally as state and local mandates allow.
- All candidates affected by this extension of test center closures will have their appointments canceled and will be contacted via email and phone regarding rescheduling procedures.
- All test center closures can be found here.
- PSI continues to have daily calls to review the impact on our testing network, as well as the needs of our clients and candidates.

PSI has relaxed its policy on the use of facemasks and gloves based on recommendations of the CDC:

- Candidates will be required to provide their own facemasks and gloves should they choose to wear them. These will not be provided by PSI.
- Facemasks will need to be removed during check-in process to verify identify and take photo.
- Candidates are responsible for disposing of used facemasks and gloves securely outside of the test center.

As mentioned in our previous communication, we have high demand for online proctoring. We are reviewing the requests we have already received from clients and how to increase capacity to onboard as many as possible, as soon as possible. If this is an area you want to explore, we encourage you to talk with your Account Manager as soon as possible so that your request can become part of the planning.

Please continue to contact us for any questions, expertise, or brainstorming. We are all in this together.

Stay safe and stay healthy.

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