THE MILLENNIUM GROUP

Where Service Matters

A Minority Women-Owned Business Enterprise

NATIONAL Minority Supplier Development Council

Certified WBENC Women's Business Enterprise

REOPENING YOUR OFFICE
IN A POST PANDEMIC WORLD

On-Site Office Services Outsourcing in the New Pandemic World

Message From Our **President**
Timothy Kerner, President, TMG

Our company's deepest sympathies go out to all those impacted by coronavirus outbreaks throughout the world. Like many organizations, we are building an entirely new platform to conquer the challenging times ahead. We're not only experiencing another turn of the business cycle, but a new business reality: a new normal that will emerge from post-COVID-19.

There is simply no modern-day parallel to what we're experiencing. The virus is novel, and so is our response. At TMG, we are doing our part to help further prevent the spread of the virus, while remaining committed to the safety of our Associates, our Clients, and the communities that we are a part of. TMG continues taking steps to protect our Where Service Matters family and commits to keep operating at the highest levels. We constantly monitor the COVID-19 virus and adjust our operating rhythm to align with the guidance of government and state policies.
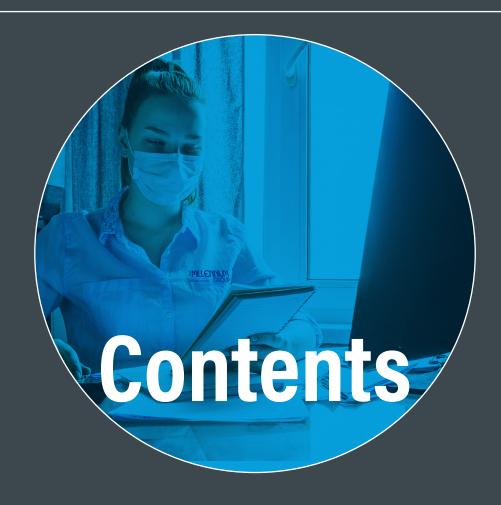
We are fielding numerous technology solutions to support the document and materials distribution that aligns to social distancing protocols. As part of TMG's overall "Toolbox" of offerings for managed Office, Mail and Print Services program, we can implement:

· Our cost effective on-premise, or offsite, digital mail platform that provides clients 24/7 access, email notifications, and the ability to view and manage mail securely with the click of a button

· Our proprietary delivery lockers providing contact-free mail and package pick-up/drop-off options to help promote employee safety with social distancing

· Convert paper documents with the utilization of robotics, machine learning, machine vision and artificial intelligence to digitize your documents and unlock enterprise business value

- TMG's Virtual Receptionists help businesses by utilizing video and audio communications to avoid unnecessary personal contact with visitors

· TMG's Digital Print Store Front solution makes it easy to request and manage production print needs for onsite or offsite printed matter and integrate advanced features such as virtual closet, cost estimating and on-line graphics design

· Adhoc services remain intact from our various production centers: temporary/permanent storage, mailing support (direct mail & fulfillment), and threat prevention mail screening for chemical and biological contaminants

TMG will develop, implement and manage a unique plan by service category to effectively and efficiently adjust to operations in this post pandemic time. Our vision predates COVID-19, therefore, our proven programs allow these core services to be delivered in compliance with the modified guidelines that we will be experiencing as companies reoccupy facilities. Our investments in diversification benefits our customers to a self-delivery model versus a standard supply chain execution, bringing forward the proven expertise and root cause validation needed for deploying these services. Our TMG toolbox is unmatched in the marketplace and positions our customers with the most advanced solutions during the challenge of returning to work under vastly changing environments.

That said, our hard work is far from over, we are and will continue to evolve to meet the challenges that lie ahead. One thing is certain, our 36-year history assures us that we, our people, and our communities will emerge stronger, more resilient and more united than ever.

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MAXIMIZING
HUMAN CAPITAL AND TECHNOLOGY

In this rapidly evolving environment resulting from the COVID-19 pandemic, many companies are focusing on service delivery and how to conduct business in this post pandemic world, or in the era of the "new normal." Now more than ever, it is critical to have a well-thought-out plan to rally around operationally; one that is flexible enough to deal with the demands of social distancing and contactless delivery amongst business soft services.

The question is, are we seeing the beginning of the end of the traditional office typology?

Experts predict that the virus definitely won't kill the concept of working in standard office buildings, however, The Millennium Group (TMG) comprehends the new normal whereas businesses will reoccupy in phases as employees re-enter to adjusted working proximity, along with the degradation of common space used for collaboration and team building.

Here's What The Post-Coronavirus Office May Look Like

Looking across the horizon of 2020 and beyond, some changes invoked during this pandemic will be long strategically, meaning well into 2021. A post vaccine operating rhythm will determine if these changes will be permanent, they include:

- Flexible working arrangements
- Remote working environment
- Required face covering within offices
- Physical distancing of employees within the office
- Limited physical meetings
- Reduced conference room capacity

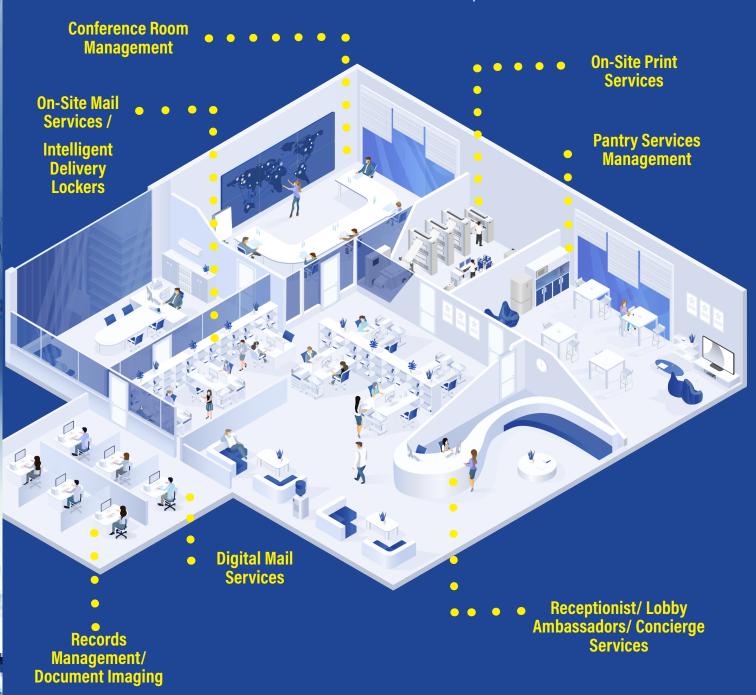# SO, WHAT ROLE WILL ON-SITE **OUTSOURCING SERVICES** PLAY IN THIS **NEW WORLD?**

A new world of remote working and physical distancing is further accelerating a shift to digital technologies and innovation.

TMG understands these challenges and developed robust re-entry solutions that provide contactless delivery across the soft service spectrum of Office Space Services Management, Mail & Parcel, and Print Services Outsourcing.

AN APPROACH TO ON-SITE
OUTSOURCING SERVICES DELIVERY

Preparing to safely and efficiently resume **Office Space Services Management, Mail & Parcel,** and **Print Services** operations

Conference Room Management

On-Site Print Services

On-Site Mail Services /

Intelligent Delivery Lockers

Pantry Services Management

Digital Mail Services

Records Management/ Document Imaging

Receptionist/ Lobby Ambassadors/ Concierge Services

TMG WILL **DEVELOP AND MANAGE A UNIQUE PLAN BY SERVICE COMPONENT** TO EFFECTIVELY AND EFFICIENTLY ADJUST TO OPERATIONS IN THIS ADVANCED REQUIREMENT.

OFFICE SPACE SERVICES MANAGEMENT

CHALLENGE

Implementing social distancing measures will be an important key to maintaining a safe workplace during the COVID-19 pandemic. Social distancing can reduce virus transmission by increasing physical distance or reducing frequency of congregation in workplaces. While the particular social distancing practices will need to vary depending on the type of workplace, some of the changes will include:

- Redesign conference rooms to limit physical attendance at meetings and ensure employees are maintaining the appropriate physical distance
- Create meeting separation with scheduling software to avoid overlap and allow for cleanings
- Install social distancing decals and signage within shared spaces in the workplace
- Adopt video conference guidelines or video phones so that even when in the office, employees are discouraged from meeting in person
- Restructure open floor layouts to ensure that employees can sit at least six feet a part
- Install barriers between workspaces, in reception areas, or in common space to maintain the social distance discipline,
- Refine lobby management policies to ensure safety as well as reduce the risk of an in-office infection that could affect both employees' health and business continuity

TMG SOLUTION

CONFERENCE ROOM & MEETING MANAGEMENT

TMG's integration with Space Planning technologies are critical within this approach; TMG can automate the conference & meeting room tasks to report "real time" cleaning of items such as, light switches, door knobs, remote controls, etc. The flexible platform creates, organizes, and distributes facility operations and maintenance tasks; oversee tasks and cleaning schedules for the conference rooms in your facility.

HOW IT WORKS

STEP 1

Create and Manage Rooms - Upload a CSV of your data or manually create rooms

STEP 2

Build and Schedule Task Lists - Create and assign task lists and schedules by room type and schedules by room type

STEP 3

Generate Reports - Generate SLA reports and view complete lists of rooms, room types, buildings, tasks, and more

TMG VALUE:

Our Where Service Matters team will ensure a safe and secure conference room environment through:

- New COVID-19 cleaning feature automatically adds cleaning and disinfecting tasks that help prevent the spread of pathogens

- Closely monitoring or restricting access to conference rooms

- Manage and redesign furniture to reduce capacity to 50% and allow for proper spacing of at least ten (10) feet

- Thoroughly disinfect and clean conference rooms between meetings

- Monitor trash cans and cleaning

- Provide technical staff to ensure video/teleconference coordination are timely executed

- Ensure appropriate social distancing measures

- Manage traffic to conference rooms

- Close unused meeting rooms

- Service platform is an enterprise-level software capable of handling any size workload while keeping your data safe

- Service web portal supports single sign-on (SSO) so you don't have to keep track of multiple logins

RECEPTIONIST
SERVICES

TMG's Virtual Receptionists help businesses by utilizing video and audio communications, enabling Associates the opportunity to avoid unnecessary personal contact with guests. It is a motion-activated system that welcomes guests with friendly, intuitive messages and easy to use touch controls.

- Powerful, easy to use visitor registration and visitor induction screens
- A visual message can be displayed on the screen with this or other information that the organization can define
- Remote live operator service to provide the "personal touch" if desired
- Text or Email notifications when visitors check-in
- Check-in procedures with touchless badge development
- Self-Check In / Check Out registration
- Fast Track Check-in / Check Out
- Driver's License Scanning
- Pre-schedule visitors without contact

TMG VALUE:

- Can display COVID-19-specific visitor greetings and messages such as "Not Accepting Visitors due to the coronavirus outbreak"
- Can display Visitor Questionnaire video that asks visitors a series of questions related to the coronavirus. If they answer "yes" indicating that they may have been exposed to the coronavirus, they are informed that they will need to reschedule their appointment
- Connect visitors with your team, whether they are working remote or in the office
- Less person-to-person contact and staying safe
- High-quality customer service
- No need to spend time and money on in-house training
- Serious cost savings
- Ability to help more customers
- Automatic coverage and available more hours of the day

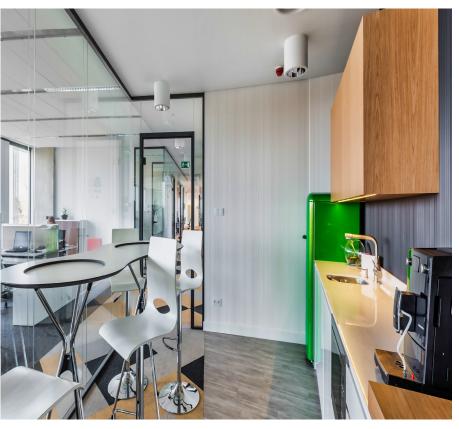# CONCIERGE SERVICES / LOBBY AMBASSADORS

The current pandemic has put a spotlight on thermal-imaging technology as a potentially important tool in protecting the global economy. Can thermal cameras be used to detect a virus or an infection? The quick answer is no, but thermal imaging cameras can be used to detect Elevated Body Temperature (EBT). Thermal cameras have a long history of being used in public spaces—such as airports, train terminals, businesses, factories, and concerts—as an effective tool to measure skin surface temperature and identify individuals with EBT. The cameras in effect measure how much heat people emit relative to their surroundings. They require less time and contact than forehead thermometers. Thermal cameras can be used as an adjunct to other body temperature screening tools for detecting elevated skin temperature in high-traffic public places through quick individual screening.

- Touchless, anonymous temperature check
- Automatic front desk notification of high temperature
- Auto notifications can be sent for missed screening
- Easy to implement
- Certified & secure
- Real-time high temperature notification
- E-mail & SMS notifications
- It is not necessary for customers to stop in front of a screen, as the cameras are fast

TMG VALUE:

- Potential "Virus Spotter:" Thermal camera can be placed in reception areas and will Identify individuals who should then be further screened with virus-specific diagnostic tests - can help prevent the spread of viruses and infections within the office
- The cameras connect to a computer; TMG Associates, at a distance, can monitor and manage the cameras as well as the results

PANTRY AND SUPPLIES MANAGEMENT

TMG's supply chain provides Antimicrobial products that provide a safer method of common area hygene. These suppliers apply Antimicrobial film, Gloss Bacterstop, which is a high gloss film with antibacterial properties. The film eliminates 99% of the bacteria that it comes in contact with no matter how many hands touch the supplies within the pantry. Antimicrobial product protection works to minimize damaging microbial growth on the surface of objects, ensuring they remain cleaner and fresher between cleanings. Experts say that antimicrobial products could become a new norm for workstation surfaces.

Additionally, TMG recommends the elimination of pantry and supply stations and convert to a centralized approach within Mail Centers. Antimicrobial products will continue to be utilized; however, employees can obtain supplies through a controlled environment offering contactless services for supply retrieval or central delivery locations.

TMG provides a complete solution for cashless payments, transforming the way vending machines operate. Contactless Vending technology enables clients to choose products or make selections using personal mobile devices, then they can pay with credit or debit card, EMV chip card, mobile payment apps or QR codes. During the process, there is no contact between the client and vending machine, and it eliminates customers' health risk.

TMG VALUE:
- Our Where Service Matters Associates can provide, manage and control potential germ collection points-of-contact with antimicrobial products
- TMG Associates can manage and deploy contactless equipment designed to provide clients a convenient and safe method to include in their product distribution strategies

MAIL AND PARCEL SERVICES

CHALLENGE

With more and more companies deploying digital transformation initiatives during this pandemic, it will be easy to continue flexible work-from-home environments, and practice social distancing within the office. But what about postal mail? Mail that's critical to core business such as: Tax bills, tax refunds, certified mail, and/or time-sensitive correspondence. If employees continue to work remotely, mail will continue to arrive in offices while unable to retrieve their critical correspondence. In addition, if employees return to the office and maintain social distancing in the new work environment, how can they manage mail while complying to the new safety standards?

TMG SOLUTION

DIGITAL MAIL SOLUTIONS

TMG's Digital Mail Solution (DMS) is a permanent advancement for employees that will be working remotely or want to maintain social distance without worrying about accessing their physical postal mail. Our cloud solution provides clients 24/7 access, email notifications, and the ability to view and manage mail securely with the click of a button. All mail is safely encrypted and only accessible to the recipient. Mail is professionally handled with the highest security standards to include being processed in a Hi-Trust Certified and HIPAA Compliant processing center.

Associates have the ability to view mail online, receiving opened and scanned contents, initiate mail forwarding, and provide direction for "post review" to include storage, shredding, and mail disposal. Our solution is the safest, secure way for associates to manage their mail in the future and delivers value by eliminating junk mail. Additionally, DMS offers organizations visibility into incoming mail volume. For the first time Mail Managers have hard data about where mail comes from, and volumes categorized by associate and department. This visibility enables smart decision-making about how to better manage mail processes and costs. With DMS, TMG leads organization through this pandemic and delivers a permanent strategy well beyond a short-term solution.

Never miss an important communication. Digitize your physical mail today!

HOW IT WORKS:

We pick up your mail at the Post Office, or receive it from you

We open, extract and digitize both envelope and contents

Mail is directed to individual email addresses or departmental shared drives

We forward as directed, store, or destroy hardcopies

TMG VALUE:

- **Automation** - tech-enabled access, automated delivery notifications, and audit-friendly tracking to provide seamless end-to-end chain-of-custody solutions for organizations of all sizes in all industries.

- **Reliability** - Our streamlined process assures that you have access to your mail without ever leaving the premises of your location; we're open for business when you are, and where you are.

- **Convenience** - Run your business from anywhere. With TMG, you are just one click away from your letters, invoices, payments or mail.

- **Helpful Features** - the software automatically identifies the recipient on the envelope. Free built-in analytics to keep track of your mail, no internal IT support necessary, and auto-delete scheduling. TMG designs its services to help you focus on what's really important.

- **Intuitive Interface** - We make managing your postal mail as easy and convenient as email. View and manage your mail in our user-friendly interface; you review and select the appropriate action.

- **Full Security** - We're serious about security and are constantly reviewing and improving our security measures. Mail is processed in a Hi-Trust Certified and HIPAA Compliant processing center. Your Mail Is Safe.

INTELLIGENT DELIVERY LOCKERS

Intelligent Delivery Lockers offer a no-contact solution that minimizes recipient, Mail Services Staff, and courier exposure to pathogens and allows for social distancing, which is critical in today's challenging environment. This technology provides solutions for your total inbound/outbound process and manages your "last mile" delivery.
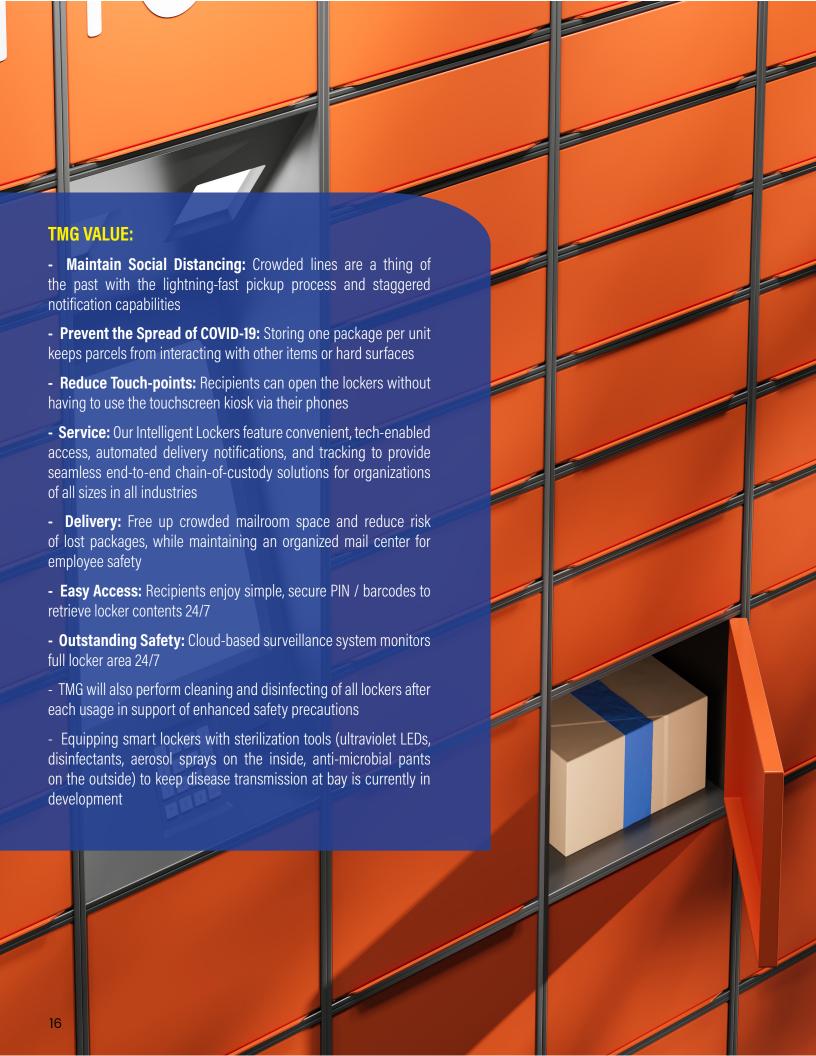
Mail & Package Services Management: Intelligent Delivery Lockers work seamlessly with your Mail Services processes. It allows the Mail Team to place disinfected packages in designated lockers, upon receipt, that in turn sends an email and/or text notifications to recipients that items are ready for pick up. And while users may need to touch the locker doors, they don't need to touch the kiosk screen to access their items. Recipients can simply scan a QR code at the kiosk using the Smiota app to access the locker.

Inbound Courier/Delivery Management: Intelligent Delivery Lockers are a viable option for couriers or other delivery personnel to deliver mail, parcels and other materials directly into the lockers, eliminating the need for physical interaction. Intelligent Delivery Lockers have many ancillary uses in a facility such as IT repository/pick-up, preplanned cafeteria delivery offerings, and use for guest services in Lobby areas.

Outbound Courier Management: The lockers allow recipients to deposit packages directly into compartments and couriers to pick up packages. With this technology, person-to-person contact and crowded queues are eliminated. Plus, fewer people contact the packages, further reducing the risks.

Contactless Delivery. Minimal Person-to-Person Contact

TMG VALUE:

- Maintain Social Distancing: Crowded lines are a thing of the past with the lightning-fast pickup process and staggered notification capabilities

- Prevent the Spread of COVID-19: Storing one package per unit keeps parcels from interacting with other items or hard surfaces

- Reduce Touch-points: Recipients can open the lockers without having to use the touchscreen kiosk via their phones

- Service: Our Intelligent Lockers feature convenient, tech-enabled access, automated delivery notifications, and tracking to provide seamless end-to-end chain-of-custody solutions for organizations of all sizes in all industries

- Delivery: Free up crowded mailroom space and reduce risk of lost packages, while maintaining an organized mail center for employee safety

- Easy Access: Recipients enjoy simple, secure PIN / barcodes to retrieve locker contents 24/7

- Outstanding Safety: Cloud-based surveillance system monitors full locker area 24/7

- TMG will also perform cleaning and disinfecting of all lockers after each usage in support of enhanced safety precautions

- Equipping smart lockers with sterilization tools (ultraviolet LEDs, disinfectants, aerosol sprays on the inside, anti-microbial pants on the outside) to keep disease transmission at bay is currently in development

NON-AUTOMATED BEST PRACTICES IN MAIL AND PARCEL SERVICES

MAIL SERVICES DISTRIBUTION

For organizations that are not quite ready for Digital Mail, TMG will continue to process USPS mail by sorting and distributing to centralized mail stations. This will include collecting the outgoing mail from the same stations. All centralized mail stations will be maintained and undergo a cleaning process throughout the day. For remote operations TMG will guide those to the most effective posting methods.

SHIPPING AND RECEIVING

Packages and Parcels will continue to be delivered by UPS, FedEx, DHL and USPS. Once the packages are received, each one will be inspected for suspicious characteristics and then recorded into the TMG tracking solution, where end-users will be automatically notified by email and staged for distribution. Based on established requirements, the packages will be placed within lockers, staged for pickup, or delivered to end users maintaining social distancing procedures, including scanning employee ID barcodes to complete the chain of custody instead of getting signatures to eliminate contact. Outbound Packages and Parcels will be processed using TMG's Rate Shopping solution, or by completing a work order ticket.

TMG VALUE:

- Onsite Mail solutions offer a limited-contact solution that minimizes recipient, mail service center, and courier exposure, and allows for social distancing protocol, which is critical in today's challenging environment

- TMG will wipe down all incoming parcels with Antibacterial wipes prior to distribution from Mail Services

- Recipients can choose how they want their package to be delivered to them; it is no longer based on the previous process of requesting a signature, and still maintains the chain of custody for records

- The remote workforce can be informed of packages received and create a ship request to have package (if approved) to be sent their homes

DIVERSIFYING SUPPLY CHAIN PORTFOLIO

How Technology Can Help During Times of Uncertainty

Mail carriers are adjusting to the drastic changes as they address new COVID-19 realities ranging from sudden border closures to sanitization and safety requirements. A number of carriers have been forced to reduce services or close offices temporarily, while trusted names like USPS, UPS, and FedEx have been operating at near full-capacity domestically. As the large carriers start to feel the effects of COVID-19, regional carriers will play an increased role in alleviating pressure from the forced demand by offering delivery services in local areas.

A flexible shipping solution is paramount to our customers' businesses, and preventing operational disruptions. Our philosophy is simple: instead of making our customers beholden to one rate plan, we empower them and negotiate a best-in-class plan for them. We use rate plan experts, multi-carrier (best rate) shipping technology, and the industry's most advanced invoice auditing tool to minimize shipping expenses for customers.

Our multi-carrier shipping management service automates your carrier rate comparison and choice of service-level options.

TMG VALUE:
- Quickly shift your shipping volume from one carrier to another - rate comparisons between all carriers (DHL, FedEx, UPS, USPS, custom)
- Focus on your core business by offloading shipping developer time
- Future proof your business - this pandemic will have permanent effects on the business landscape, and many will likely continue to rely on flexible shipping solutions post COVID-19
- Effective management data and custom reports from one centralized service
- E-Mail notifications for both the sender and customer
- Support of carrier contract/discount rates
- Full integration of custom business rules
- Color-coded rate guide
- Highlights the best rate for each category

PRINT SERVICES

TMG SOLUTION

DIGITAL PRINT PRODUCTION

TMG brings to the market an automated commerce solution service for web and print. Our cloud technology and customized digital storefront allows staff a convenient way to find, order and track their print orders while social distancing protocols are in place. This use of web technology is beneficial to ensure social distancing within work environments in the new world.

CHALLENGE

With many remote employees not having access to home office printers, it is likely that their preference for digital collaboration will continue when they return to the office. Meanwhile, the pandemic may spell the end of open-plan offices, which could lead to a shift to more distributed print environments away from centralized print. This could create new requirements from businesses to rationalize their print infrastructure. Equally, as digital transformation efforts continue to evolve, there are pockets of opportunities for new cloud and digital workflow service offerings.

TMG VALUE:

- From the moment an order is placed, you have a bird's eye view of all your jobs, including approval management, job ticketing and reporting. Our automated workflows maximize social distancing, productivity and efficiency, giving the client more time to focus on their core business.

- Through our strategic alliance with Xerox, we are part of their global print network which allows us to extend the unique support of distributed print to anywhere in the world.

RECORDS MANAGEMENT / DOCUMENT IMAGING

Documents locked in onsite offices, cabinets and storage rooms are not accessible to the remote workforce. Overcomplicated systems were not built for accessing documents remotely, making access to critical information difficult.

Smart digitization using revolutionary robotics and artificial intelligence, with intelligent content services take you to data in no time. With the utilization of robotics, machine learning, machine vision and artificial intelligence to digitize your documents and unlock enterprise business value, smart digitization is the first step to making documents accessible from anywhere. Extraction of knowledge from physical and digital document provides opportunities for businesses to facilitate search and automate processes.

TMG VALUE:

- Our cloud-based data management platform gives the remote workforce the tools they need to work at home as easily as they once worked in the office

- TMG can manage and make every document available with sub-second search, all stored as fully searchable PDFs

- **Chain of Custody** – TMG takes responsibility of your documents

- **Adaptive Computer Vision** - With computer vision, robots can sort through loose pages of different formats and remove staples many times faster than a person

- **Handled with Care** - Fragile documents need special care. Robots use air to lift and position documents, preventing damage

- Full color images and data at a high resolution

- **Enriched Data -** Your data is structured to be searchable and actionable

- **Security & Privacy -** Our facility is built to the highest of security standards

- TMG can provide its clients with the right contactless solution that is uniquely tailored to their records management requirements through Strategic Alliance partnerships

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We are dedicated to providing you with the highest levels of 'Where Service Matters' in all that we do. This is our service commitment.

IS YOUR
**COMPANY
READY?**

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