

Q&A

HSA FEE

? What does HSA stand for?

- ! Health, Safety and Administration Fee.

? What does the HSA fee cover?

- ! It covers the additional measures we need to take to limit the spread of the Covid-19 virus. These are the measures that keep you, your staff and our staff all as safe as we possibly can.
- ! We take learnings from across the world, not only in all of our 30+ centres but also learnings from governments and health authorities to make sure we provide the safest environment for you.
- ! We are not increasing our prices at this time which would have been an obvious step with reduced classes and more cost but instead adding a fee which specifically relates to the underlying impacts of these events.

? Is this not just a way for you to profit on the crisis?

- ! No, absolutely not. The impact of the crisis is clear and there is a knock on across this sector and others. Prices are going up across the board and we are trying to avoid that.
- ! This fee is to help cover the additional costs that has been set in place to keep us all safe. The fee would have to be higher to cover the actual costs.

? Why can the fee vary from one place to another?

- ! The fee is set according to the local actual costs of putting these preventive measures in place.

? How is this charged?

- ! The fee is charged pr. course day in the centre to reflect the actual costs as close as possible.
- ! Note - Therefore a half day course will also be charged a one day fee cost.
- ! This fee will be added as a separate line item to each invoice and automatically calculated.

? For how long will you charge this fee?

- ! This is dependent on how long preventive measures like these need to be in place.
- ! We will always strive to provide as safe an environment as we are required to and as long as the safety of our staff and students depends on it, we will keep this measure in place.

? Is it just my company?

- ! This is a flat fee that impacts everyone that sits training at any RelyOn Nutec centre across the world.

? Your competitors are not applying this fee?

- ! It's not appropriate for us to discuss competitors and their approach to these situations and their interpretation of local rules and how they apply measures. Our approach has been to provide as safe an environment as required and possible and this does not come without cost.