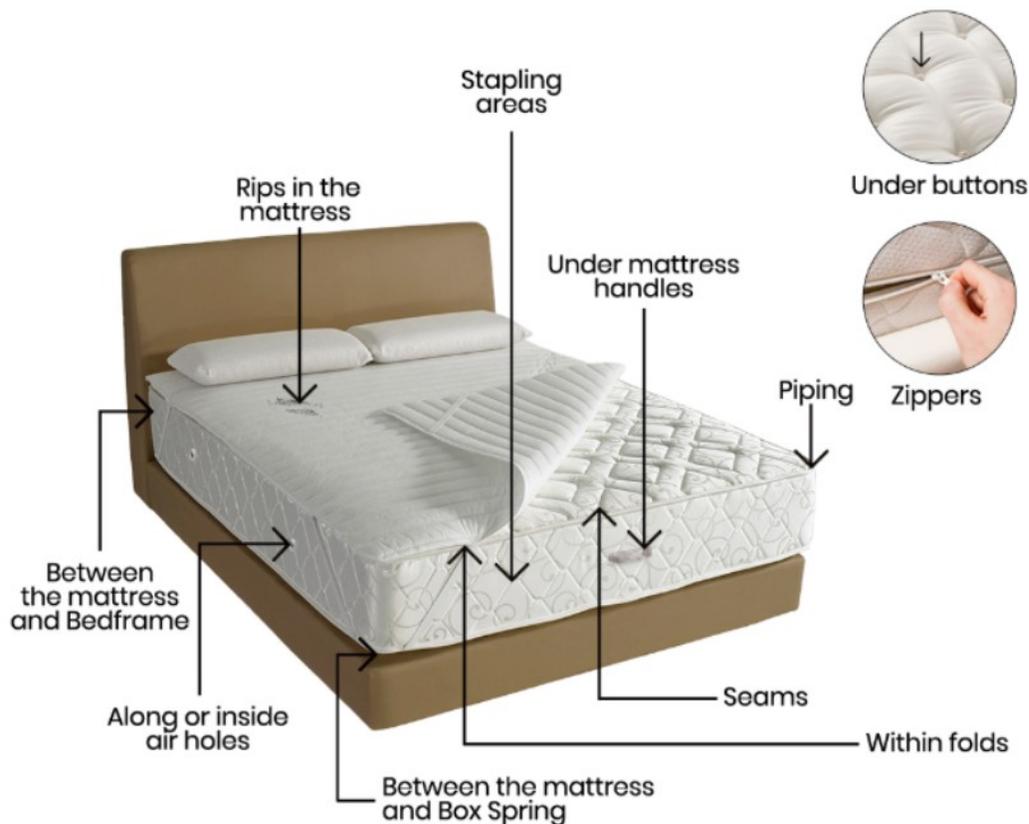


Bed Bugs

Bed bugs have been on the rise in the U.S. due to increased global travel. While they're a nuisance, they don't transmit diseases like mosquitoes.

To prevent transferring bed bugs, we ask field team members to inspect the mattress and bedroom for signs of infestation before handling or relocating items. This helps ensure a safe, clean environment for customers and team members.



Inspection

Please confirm with your colleague and, if necessary, take a picture and send it to the Solutions

Team or your Field Service Manager for confirmation if you suspect the presence of bedbugs.

Bed bugs are small insects, about the size of a tick.

Typically found in cracks, crevices of old mattresses, headboards, etc.

- Mattress tufts, seams, folds
- Scrim undercover of box springs
- Headboards
- Window & door casings
- Baseboard & moldings
- Cracks in plaster walls & flooring



Bed Bugs vs. Beetles

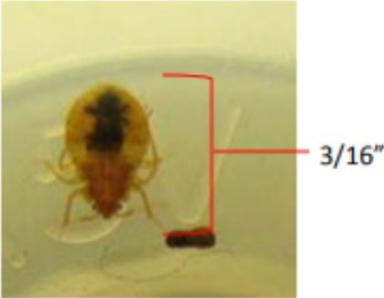
Be sure to avoid misidentifying carpet beetles as bedbugs.

Although both bedbugs and carpet beetles share similar habitats, there are key physical differences between the two.

Take the time to familiarize yourself with these differences to ensure accurate identification.

Adult Bed Bugs

- Reddish brown
- Flattened and oval in shape
- Wingless
- Up to 5 mm in length
- Newly hatched bedbugs are translucent and lighter in color



Adult Carpet Beetles

- Color depends on the species - most common is the black carpet beetle (other species are brightly colored in various patterns of white, brown, yellow and orange)
- Oval shaped
- About 1/8 inch long
- The larvae or immature stages of the carpet beetle are about 1/4 long and densely covered with hairs or bristles



Signs of Infestation

- Characteristic musty sweet odor
- Black spots/casts:
 - Mattress edges, folds, tufts
 - Box spring scrim undercover
 - Headboard/footboard edges & seems
 - Window casing, trim, moldings
 - Cracks in walls/floors
- Blood stains:
 - Sheets

- o Mattress covers
- o Bed clothes



If these signs exist, then bed bugs are also likely in the bedroom:

- Baseboard
- Cracks in the walls
- Around the headboard, nightstands, etc.
- Behind pictures hanging on the wall.

As an organization, we will deliver the customer's new Sleep Number bed and do a removal of the customer's existing box springs and mattress if the customer has carpet beetles at their house but will **not** complete the removal if the customer has bed bugs.

Remember that you must contact the Solutions Team or Field Services Manager **right away** if you feel you have found evidence of bed bugs at a customer's house.

WHAT DO I DO IF...

You find signs when installing a new Sleep Number® Bed

- Explain to the customer that you have observed evidence of bed bug infestation in their old mattress and/or bedroom.
- Discuss with the customer that for their protection and that of our other customers our policy prohibits us from either handling their old mattress or installing their new Sleep Number® Bed at this time.
- Call your Field Service Manager (FSM) or the Solutions Team (ST).
- o The FSM or ST will discuss with the customer our procedure regarding bed bugs.

- Leave the customer our brochure ([or download and email this digital copy to the customer](#)) regarding bed bugs with information on contacting a licensed pest control service for treatment of the infestation.
- o Orkin Pest Control Services: 1-888-ORKINMAN(675-4626)
- o Terminix Pest Control Services: www.terminix.com
- o Please note that Sleep Number will not remove customer mattress after treatment is completed
- Customer is responsible for getting rid of mattress

□

You find signs with a Trial Return Sleep Number® Bed

- Explain to the customer that you have observed evidence of bed bug infestation in their Sleep Number® Bed and/or bedroom.
- Discuss with the customer that for their protection and that of our other customers our policy prohibits us from either handling or removing their Trial Return Sleep Number® Bed.
- Call your Field Service Manager (FSM) or the Solutions Team (ST).
- o The FSM or ST will discuss with the customer our procedure regarding bed bugs.
- o The FSM or ST will advise the customer that we will not perform the removal.
- o The FSM or ST will give the customer instructions on how to handle the trial return
- Your Field Services Controller will explain to the customer that we will send them shipping labels so they can do the following:
 - o Cut a 12" x 12" square out of each chamber to return to us.
 - o Cut the hoses and remote (if wired) from the pump to return to us.
 - o Cut the Model Number Label off of the mattress to return to us.
- Once we have received these items Customer Service will process a credit to the customer's account for the return.

The reason we only want the above pieces is twofold:

1. We do not want to risk bringing an infested mattress back either into the cross docks or the plants.
2. We want evidence that the bed is no longer usable and must be destroyed prior to issuing a refund to the customer.

□

You find signs AFTER putting the haul-away mattress on your truck

- Explain to the customer that you have observed evidence of bed bug infestation in their Sleep Number® Bed and/or bedroom.
- Discuss with the customer that for their protection and that of our other customers our policy prohibits us from removing their mattress.
- Leave the infected mattress on the customers porch or place in garage
 - o This is to avoid exposure in the infected area
- Call your Field Service Manager (FSM) or the Solutions Team (ST).
 - o The FSM or ST will discuss with the customer our procedure regarding bed bugs.
 - o The FSM or ST will advise the customer that we will not perform the removal.
- Next call the Techline (888-501-6000) option #1 for Service Recovery. They need to cancel all of your remaining deliveries and will call your customers to inform them of the situation and reschedule their deliveries.
 - o Contact your FSM if you have any questions.
- Complete Missing/Damage process in Click **and** INVision.
 - o Confirm items being disposed of are marked as **damaged**
- Send an email to fieldserviceinventory@sleepnumber.com with damage details. By doing so our teams will update the materials recovery team and confirm the product is accounted for correctly.
- **Return to your dock and dispose of all remaining inventory on your truck.**
- Call Ecolab at 1-800-325-1671 to schedule a bedbug service for your truck. This truck must stay out of service until it is serviced.

Sleep Number recommends that you inspect your clothing and yourself carefully to ensure you do not bring these bugs to your own home. Wash and dry your uniform ASAP on high heat to kill any bugs.